

AGE CONCERN BRENT

(A Company Limited by Guarantee)

**Charity Number 1011668
Company Number 2709324**

REPORT AND FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st MARCH 2012

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Age Concern Brent

Report and Audited Financial Statements for the year ended 31st March 2012

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<p>The Trustees of Age Concern Brent would like to thank our Staff and Volunteers for their hard work and contribution over the last year.</p>
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Reference and Administrative Information

Charity Name	Age Concern Brent working name Age UK Brent
Charity Registration Number	1011668
Company Registration Number	2709324
Registered Office and Operational address	120 Craven Park Road, Harlesden, NW10 8QD

Trustees 2011-2012

Tony Burch	-	Chair from November 2010
Cally Akisanya	-	Co Vice Chair
Zara Ghods	-	Co Vice Chair
Ken Morjaria	-	Treasurer until August 2011
Siggy Mitchell	-	Trustee
Lawrie Nerva	-	Trustee
Daksha Shah	-	Trustee
Tayo Ajakaiye	-	Trustee
Dawar Hashmi	-	Trustee from November 2011
Varsha Mehta	-	Trustee from November 2011
Anas Garba	-	Trustee from November 2011

Company Secretary	Daksha Chauhan-Keys
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Senior Management	Daksha Chauhan-Keys (Chief Officer)
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Auditors:	Reddy and Siddiqui & Kabani Chartered Accountants 183-189 The Vale London W3 7RW
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Bankers:	Royal Bank of Scotland, 86 Craven Park Road, London, NW10
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UNITY TRUST BANK, Nine Brindleyplace
Birmingham, B1 2HB

**The Trustees of Age UK Brent (Age Concern Brent) would like to thank our funders, for all the financial support given to the organisation.
We would like to thank our staff, volunteers and partners for their support during the year.**

The Management Committee presents its Report and audited financial statements for the year ended 31st March 2012

Our Mission

To promote the well-being of all older people in the London Borough of Brent and to ensure that later life is a fulfilling and enjoyable experience

Objectives of the Organisation

The key objective of the organisation is to promote the welfare of the older people living in the London Borough of Brent through enabling and empowering

Our aims are to reduce isolation, improve health and general well being, relieve poverty and support older people who have health and social care needs We have tried to meet our aims by

- Providing services and support which are appropriate for older people from different communities
- Providing advocacy both to individuals and more widely to enable older people's issues to be recognised
- Being involved in innovation and research to uncover emerging needs of older people
- Involvement in partnership and co-operation with other organisations

Ensuring our work delivers our aims

We review our aims, objectives and activities each year This review looks at what we achieved and the outcomes of our work in the previous 12 months The review looks at the success of each key activity and the benefits they have brought to older people we are set to help The review also helps us ensure our aim, objectives and activities remained focussed on our stated purposes We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set

Structure, Governance and Management

We have been in existence nearly 30 years and are a registered charity and a company limited by guarantee The area of benefit is the London Borough of Brent and our charitable objects are 'to promote the welfare of the aged in any manner which now is or hereafter may be deemed to be charitable' Its governing document is the Memorandum and Articles of Association We are a membership organisation, governed by a board of trustees elected annually by members

The company has to comply with both the Companies Act 1985 and the Statement of Recommended Practice - Accounting and Reporting by Charities (SORP 2005)

We are a member of Age UK and meet the quality standards for management and services to older people required of an Age UK organisation

In the event of the company being wound up members are required to contribute an amount not exceeding £1

Strategies for Delivering the Objectives

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee

Age UK Brent is governed by a Trustee Board and they hold the responsibility for the governance of the organisation by

- Providing direction and ensuring that the Charity is meeting its aims and objectives
- Being involved in determining the strategy, including setting key strategic objectives
- Having a key regard to the Charity Commission guidance on public benefit
- Makes major decisions about the use of finances
- By ensuring that the charity is prudent when using resources when complying and delivering charitable activities

Board of Trustees

Recruitment of the Trustees

In November 2011 at our Annual General Meeting, Tony Burch was re-elected as the Chair and both Cally Akisanya and Zara Ghods were re-appointed as the Co Vice Chairs. We appointed a further 3 new trustees

The Management Committee seeks to ensure that the needs of the older people are appropriately reflected through the diversity of the trustee body. To enhance the potential pool of trustees, the charity has networked with local voluntary and community organisations, statutory providers, and housing associations

The current Management Committee is reflective of the local borough and has trustees who is an accountant, civil servant, GP and in the medical profession and legal background. We have representation of older people and committee members from diverse backgrounds who are able to represent ethnic communities, carers and disability issues

All members of the Management Committee give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts.

Induction and training and support to the Board of Trustees

The newly elected board of trustees receive induction about the organisation and have access to the operational framework for the organisation, Memorandum and Articles, future plans and objectives provided by the Chief Officer and the Chair

All trustees are already familiar with the practical work of the charity having been encouraged to observe Board Meetings, getting familiar with the services and activities of the organisation

Additionally, new trustees are invited and encouraged to attend a training course organised by Age UK (the national organisation) and the trustees are encouraged to attend training that covers the obligations of Management Committee members

The board members also have access to other training and support available from Brent BASIS, Age UK as NCVO (National Council of Voluntary Organisations)

The board members receive support and guidance from the Regional Development Team from Age UK England

The trustees also have access to regular updates from the Charities Commission and The Companies House

The Company Secretary (staff member) also sits on the committee but has no voting rights

Operational structure and decision making

The Management Committee is responsible for all decisions. Where sub-committees exist their function is advisory and any proposals must be ratified by the Management Committee

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Chief Officer. Where major decisions must be made urgently the Chief Officer will consult with the appointed officers (Chair, Vice-Chair and Treasurer)

Internal Controls and Risk Management

The Management Committee has conducted a review of the major risks to which the charity is exposed. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces

Related Parties

Age UK Brent has signed a Partnership Agreement with Age UK and has to meet the quality standards for management and services to older people required of an Age UK organisation

Principal Services and Activities

The main activities for the year continued to focus upon enabling and empowering older residents of Brent

- Through the provision of Information, Advice and Advocacy Services
- Through other activities to promote the social wellbeing of older people and their carers
- Involvement in partnership and co-operation with other organisations to ensure that older people receive the widest range of services of good quality appropriate to their needs

How our activities deliver public benefit

Our main activities and who we try to help are described below. All our charitable activities focus on supporting and enabling the older residents of Brent and are undertaken to further our charitable purposes for the benefit

Who used and benefited from our services?

Our objects and funding limit the services we provide to older residents in Brent. The main areas of charitable activity are the provision of information, advice, advocacy, befriending services, engaging in activities that reduce isolation and promote healthy lifestyles.

We believe that good quality information is fundamental to older people and access to appropriate help, information and advice about issues such as income, housing and transport is a basic necessity for anyone to enjoy good health and well-being.

The main functions of the Advice have been to assist obtaining welfare rights and benefits, completion of forms, advice on transport, housing, health and social services, help with heating, advocacy, including financial advocacy and negotiations with third parties, including service companies and health and social care agencies.

We highlight the achievements and work undertaken during the year to support the older people, to ensure that they have access to good quality of services in the Borough to promote independence, their well-being and enhance the quality of their life.

We had identified the following three objectives that we would meet during the year:

- 1 Continue providing direct services to older people and their carers through information, advice, advocacy, befriending and health based projects
- 2 Develop the organisation's ability to generate funds to enable us to continue to provide our existing services locally and to work in partnership with all stakeholders to provide joined up services to ensure that Personalisation supports older people to have a choice and control over their lives
- 3 Increase the volunteering base and activities to support the vulnerable and isolated older people

Work undertaken to meet our three objectives during the year

- | |
|--|
| <ol style="list-style-type: none">1 Continue providing direct services to older people and their carers through information, advice, advocacy, befriending and health based projects |
|--|

- We have continued to deliver good quality of information on a daily basis, through drop-in, telephone and through events. Volunteers supported by staff to provide information to older people, their carers, statutory and voluntary organisations on a range of subjects such as finding an optician, a gardener,

will writing etc We receive a range of enquiries on a daily basis about accessing help and are able to provide local information and with specialist information through Age UK Factsheets

- We have a pool of Advisers who continue to see older people coming to the office, through outreach surgeries and through home-visits In order to reach the needs of all the diverse communities, we carry out outreach surgeries from locations around the Borough and hosted Awareness Days and Talks to encourage older people to claim entitled benefits The experienced advisers are supported by trained volunteers who offer benefit checks, help with completion of forms, reviews/appeals, and accessing welfare rights The team speaks a range of community languages to ensure that we are able to meet the diverse needs of the local community
- Advice and general casework service is offered to the vulnerable housebound older people through home visits
- Advocacy support has been offered to clients through an appointment system
- We endeavour to reach more people through giving presentations at community organizations, luncheon clubs, day centers and sheltered housing units about local services available to older people and information on Welfare Benefits
- We work in collaboration with housing providers such as Willow Housing and Care, Salvation Army Housing Association and Apna Char housing association and have successfully housed older people into sheltered housing, to enable them to live independently with warden control support
- We continue to deliver Keep fit classes once a week from 28A Fortunegate Road, Harlesden, NW10 and once a week from a location in NW9
- We run a weekly walking club
- Our trained volunteers have continued to provide a Telephone Befriending Service and on a weekly basis, over 40 elderly housebound people are phoned on a regular basis for a telephone chat The service is provided to isolated, vulnerable older people living on their own and also to carers of older people with dementia and this is extremely valued service We believe that this service has great potential for expansion for building in quarterly social events to bring the housebound elders to bring wider benefits
- Face to face Befriending service – this is provided through trained volunteers who are matched with an older, isolated person The volunteers carry out regular visits to provide friendship We have a huge demand for this service and need to target more volunteers to undertake the much needed service

We worked in partnership with the Claremont School on an Intergenerational Project which gave an opportunity for the older and the younger generation to work together on a drama project and more important provided an opportunity for different generations to engage with one another

- 2 Develop the organisation's ability to generate funds to enable us to continue to provide our existing services locally and to work in partnership with all stakeholders to provide joined up services to ensure that Personalisation supports older people to have a choice and control over their lives

We continue to develop our opportunities to generate funds for the organisation and have put together a fundraising plan

We are exploring joint opportunities to expand our retail activities

We are working in collaboration with local partners such as Elders Voice, Brent Association for Disabled People, Brent Carers Centre, Brent Citizens Advice Bureau, Brent BASIS, Brent Energy Solutions, Brent Bereavement Project for delivering joined up services, training, events etc

- 3 Increase the volunteering base and activities to support the vulnerable and isolated older people

Age UK Brent continues to work with a pool of volunteers that support us, With office work, information and advice, advocacy, befrienders, trustees, as champions of older people's network, with the managing and running of the retail shop and at events

We have increased the intake of volunteers with skills and have offered them development with training opportunities to gain formal qualifications

We have volunteers with languages and cultural background to meet the local demands

Funding for services

Our ongoing work continues to seek funding to provide our existing and vital services and expanding our services

We have and are looking at varied opportunities and this has involved partnerships with-in the Borough and partnership bids with other neighbouring Age Concerns

Principal Funding Sources

- Brent Council and Ward Working Money
- Hillside Housing Trust
- Age UK
- Age UK London – London Councils
- The Lloyds TSB

Volunteers

The charity makes extensive use of volunteers in its charitable work, in administration and in its shop. Volunteers are assigned to tasks according to their skills and interests and the needs of the organization. Training is given appropriately and in many cases the training and experience that volunteers receive is of considerable value to the volunteers. Paid employment is subsequently sought.

Financial Review

During the year 2011-2012 Age UK Brent generated income from the shop, interest and donations. Age UK Brent has also received grants as listed in Note 3 to the Accounts. We received a grant of £90,474 from the London Borough of Brent for Social Inclusion £50,000 Advocacy £15,094, Information £14,400 and Volunteer Supported Projects £10,980. Hillside Housing Action Trust gave a further £5,000 and through via Age Concern London we received £3,531 from the London Councils for advice.

The financial results for the year are set out on page 16 & 17. The Management Committee is pleased to report that there was a surplus on Unrestricted Funds of £94,807 in the year and continues in its efforts to raise additional funds for the Charity's activities and, at the same time, to exercise close control over expenditure.

The Pensions Deficit as at 31st March 2012 is £33,472 although interest is still accruing we expected that the charge will be fully paid within the agreed period.

Our reserves have increased from £25,561 to £122,844 this year. This is being carried forward to contribute to our work in 2012-13. We have obtained further funding to add to these amounts carried forward for our work in 2012-2013.

The Reserves Policy

The Charity aims to meet the Charity Commission recommendations on levels of reserves. We therefore aim for reserves equivalent to three month running costs. This would ensure that the charity is able to withstand funding uncertainty and ensure that the services and obligations are fulfilled.

Future Year Objectives

Age UK Brent plans to continue the activities outlined above in the forthcoming years subject to satisfactory funding arrangements.

Our future objectives will be to

- 1 Continue providing direct services to older people and their carers through information, advice, advocacy and health and well being services
- 2 Work in partnership with organisations to offer joined up services
- 3 Host Events to promote healthy lifestyles and planning for the future

Responsibilities of the Trustees

The trustees are responsible for preparing the annual report and financial statements in accordance with applicable law and United Kingdom generally Accepted Accounting Practice. Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the trustees are required to

- Select suitable accounting policies and apply them consistently
- Make judgments and estimates which are reasonable and prudent
- Follow applicable accounting standards, subject to any material departure disclosed and explained in the accounts
- Prepare accounts on the going concern basis unless it is inappropriate to presume that the charitable company will continue in existence

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the accounts comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and in accordance with company law, as the company directors, we certify that

- So far as we are aware, there is no relevant audit information of which the company's auditors are unaware and
- As the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information

The members of the charitable company are listed on page 1. They guarantee to contribute an amount not exceeding £1 in the event of winding up. The total number of such guarantee at 31st March 2012 was 10.

As the company directors we certify that

- So far as we are aware, there is no relevant audit information of which the company's auditors are unaware, and
- As the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information

Auditors

At our annual general meeting in November 2011 the members appointed Reddy Siddiqui & Kabani as their auditors. Auditors were appointed in accordance with section 485 of the Companies Act 2006, a resolution proposing that they be re-appointed will be put at a General Meeting

Form of this Report

This report has been prepared in accordance with the Statement of Recommended Practice – Accountancy and Reporting by Charities issued in March 2005 in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small entities

Public benefit statement

The management committee confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit "Charities and Public Benefit"

Approved by the management committee on
behalf by

18/10/11

And signed on their



Tony Burch

Chair of Age Concern Brent

AGE CONCERN BRENT COMPANY LIMITED BY GUARANTEE STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees, who are also the directors of AGE CONCERN BRENT CHARITY for the purpose of company law, are responsible for preparing the Trustees Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

Company law requires the Trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that

In preparing these accounts, the Trustees are required to

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP,
- make judgements and estimates that are reasonable and prudent, and

prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

AGE CONCERN BRENT COMPANY LIMITED BY GUARANTEE INDEPENDENT AUDITORS' REPORT

TO THE TRUSTEES OF AGE CONCERN BRENT CHARITY

We have audited the accounts of AGE CONCERN BRENT CHARITY for the year ended 31 March 2012 set out on pages 15 to 22. These accounts have been prepared in accordance with the accounting policies set out on page 18 to 19.

This report is made solely to the charity's trustees, as a body, in accordance with section 43 of the Charities Act 1993 and regulations made under section 44 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Trustees and auditors

As described on page 3, the Trustees, who are also the directors of AGE CONCERN BRENT CHARITY for the purposes of company law, are responsible for preparing the Trustees Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and for being satisfied that the accounts give a true and fair view.

The Trustees have elected for the accounts to be audited in accordance with the Charities Act 1993 rather than the Companies Act 2006. Accordingly we have been appointed as auditors under section 43 of the Charities Act 1993 and report in accordance with section 44 of that Act.

Our responsibility is to audit the accounts in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the accounts give a true and fair view and are prepared in accordance with the Companies Act 2006. We also report to you if, in our opinion, the information given in the Trustees Report is not consistent with those accounts, the charity has not kept adequate accounting records, if the charity's accounts are not in agreement with the accounting records and returns, or if we have not received all the information and explanations we require for our audit.

We read the Trustees Report and consider the implications for our report if we become aware of any apparent misstatements within it.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the accounts. It also includes an assessment of the significant estimates and judgements made by the Trustees in the preparation of the accounts, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

**AGE CONCERN BRENT CHARITY
COMPANY LIMITED BY GUARANTEE
INDEPENDENT AUDITORS' REPORT (CONTINUED)**

TO THE TRUSTEES OF AGE CONCERN BRENT CHARITY

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the accounts are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the accounts.

Opinion

In our opinion

- the accounts give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of affairs of the as at 31 March 2012, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended, and
- the accounts have been prepared in accordance with the Companies Act 2006

**Mrs. Seema Siddiqui (Senior Statutory Auditor)
for and on behalf of Reddy Siddiqui & Kabani**

Chartered Accountants

Statutory Auditor

Park View

183-189 The Vale

Acton

London

W3 7RW

Dated

Age Concern Brent
Statement of Financial Activities
Income and Expenditure Account
for the year ended 31st March 2012

Incoming resources

		<i>Unrestricted Funds</i>	<i>Restricted Funds</i>	<i>Total Funds</i>	<i>2011</i>
		<i>General</i>	<i>Designated</i>		
Incoming resources from generated funds	Notes	£	£	£	£
<i>Voluntary Income excluding volunteers</i>	2	31,502	-	31,502	11,935
<i>Activities for generating funds</i>	2	72,079	-	72,079	70,909
<i>Investment Income</i>	2	63	-	63	-293
Incoming resources from charitable activities	3	36,137	-	185,593	221,730
Total Incoming resources		139,781	-	185,593	325,374

Resources expended

Costs of generating funds					
<i>Costs of generating voluntary income</i>	4	4,668	-	4,668	9,076
<i>Fundraising and trading</i>					
<i>Cost of goods sold and other costs</i>	4	23,818	-	23,818	40,531
Charitable activity	4	12,960	-	183,118	196,078
Governance Costs	4	3,527	-	3,527	6,242
Total resources expended		44,973	-	183,118	228,091

Net Incoming/outgoing resources

Net income/ (expenditure) for the year		94,808	-	2,475	97,283	(55,253)
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Transfers between funds - current year

Net movements in funds		94,808	-	2,475	97,283	(55,253)
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Reconciliation of Funds

Total funds brought forward		42,934	30,000	(47,373)	25,561	80,814
Total funds carried forward		137,742	30,000	(44,898)	122,844	25,561

The Statement of Financial Activities includes all recognized gains and losses in the current and preceding year
All incoming resources and resources expended derive from continuing activities
The notes on pages 18 to 22 form part of these financial statements



Age Concern Brent
Balance Sheet at 31st March 2012

	Note	2012 £	2012 £	2011 £	2011 £
Fixed Assets					
Tangible Fixed Assets	9		8,550		9,999
Current Assets					
Debtors	11	33,642		6,557	
Investments - Short Term	10	-		-	
Cash at bank and in hand		<u>175,183</u>		<u>119,886</u>	
		208,825		126,443	
Current Liabilities					
Creditors amounts falling due within one year	12	<u>(61,060)</u>		<u>(77,409)</u>	
Net Current Assets			<u>147,766</u>		<u>49,034</u>
Total assets less current liabilities			<u>156,316</u>		<u>59,033</u>
Creditors amounts falling due in more than one year	13		(33,472)		(33,472)
Total Net Assets			<u><u>122,844</u></u>		<u><u>25,561</u></u>
Reserves					
Unrestricted Funds	14				
General Fund			137,742		42,934
Designated Fund			<u>30,000</u>		<u>30,000</u>
			167,742		72,934
Restricted Funds	14		(44,898)		(47,373)
Total Funds			<u><u>122,844</u></u>		<u><u>25,561</u></u>

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small entities

APPROVED BY THE BOARD OF TRUSTEES and authorised for issue on
and signed on its behalf by

18/10/12

 Chair
 Trustee

**Age Concern Brent
Notes to the Financial Statements
for the year ended 31st March 2012**

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(a) Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2007). The accounts have also been prepared in accordance with applicable accounting standards, the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005 and The Companies Act 2006.

(b) Fund accounting

- Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Management Committee for particular purposes.
- Restricted funds are subjected to restrictions on their expenditure to specific activities imposed by the funder, which often require progress reporting.

(c) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Legacies are recognised when the receipt is assured and the amount has been quantified.
- Donated services and facilities are shown in the notes at the value to the charity where this can be quantified. The value of services provided by volunteers has been calculated by applying an average hourly rate to the hours worked of £25 per hour for trustees and £6 per hour for all other volunteers. Previously this had been shown in the Statement of Financial Activities but the treatment now accords with the SORP.
- Clothing and other items donated for resale through the charity's shop are included as incoming resources within activities for generating funds when they are sold.
- Investment income is included when receivable.
- Incoming resources from charitable trading activity are accounted for when earned.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Age Concern Brent
Notes to the Financial Statements
for the year ended 31st March 2012 (continued)

1 Accounting Policies (continued)

(d) Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes including the charity's shop. Donations of stock to the shop for resale are not given a monetary value and so are not included in the accounts.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis e.g. floor areas, per capita or estimated usage as set out in Note 4.
- Operating leases are recognised as they fall due.
- Pensions are only offered on a money purchase basis so that contributions are recognised as they fall due. Staff are not permitted to continue in final salary schemes because of the funding issues and risks that might arise.

(e) Fixed assets

Fixed assets held on the General Fund are stated at cost less accumulated depreciation. The costs of minor additions or those costing below £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which is estimated at 5 years for fixtures and fittings, computer and other equipment. Restricted Funds are charged with the cost of certain capital items under a policy of matching funding with expenditure.

2 Incoming Resources from Generated Funds

	Unrestricted	Restricted	2012 Total	2011 Total
	£	£	£	£
Voluntary Income				
Donations	30,539	-	30,539	11,580
Holiday Income	-	-	-	-
Membership subscriptions	963	-	963	355
	<u>31,502</u>	<u>-</u>	<u>31,502</u>	<u>11,935</u>
Activities for Generating Funds				
Insurance commissions	-	-	-	-
Shop Income	64,231	-	64,231	65,519
Rent Income	7,848	-	7,848	5,390
	<u>72,079</u>	<u>-</u>	<u>72,079</u>	<u>70,909</u>
Investment Income				
Bank Interest	63	-	63	(293)

3 Incoming Resources from Charitable Activity

	Unrestricted	Restricted	2012 Total	2011 Total
	£	£	£	£
Grant - London Borough of Brent	14,874	75,600	90,474	91,888
ACL-London Council Funding	-	3,531	3,531	15,143
AGE UK - Charitable Objectives Grant	-	8,045	8,045	-
Hillside Housing Action Trust	-	5,000	5,000	(1,500)
Lloyds TSB Grant	-	17,175	17,175	-
AGE UK - Cuts Support Grant	-	11,250	11,250	-
Hardship Fund	-	-	-	26,448
Foot Care	1,079	-	1,079	-
AGE UK (Advice) Grant	-	26,000	26,000	-
AGE UK - EoN Benefits Take Up Program	-	15,000	15,000	-
Brent Energy Solutions	-	9,450	9,450	-
AGE UK - Brand Retainer	10,044	-	10,044	-
Other Grants	6,398	11,142	17,540	23,923
Other Income	3,742	3,400	7,142	5,107
	<u>36,137</u>	<u>185,593</u>	<u>221,730</u>	<u>161,009</u>

The company derives a substantial part of its income from the London Borough of Brent which has confirmed that it will continue to provide funding for the year to 31st March 2013.

The core Charitable Activity is enabling and empowering older people in Brent through the provision of information, Advice & Advocacy services and other activities to promote their wellbeing.

Age Concern Brent
Notes to the Financial Statements
for the year ended 31st March 2012 (continued)

4 Resources Expended

	Basis of Allocation	Voluntary Income		Fundraising & Trading	Charitable Activity		Governance	2012 Total	2011 Total
		Unrestricted	Restricted		Unrestricted	Restricted			
Costs directly allocated to activities		£	£	£	£	£	£	£	£
Staff	Direct	2,779	-	8,337	8,337	119,501	-	138,954	194,299
Training, travel & recruitment	Direct	58	-	874	146	1,835	-	2,913	5,673
Volunteer expenses	Direct	33	-	1,643	99	1,512	-	3,287	2,647
Meetings	Direct	-	-	-	-	-	-	-	-
Audit fees	Direct	-	-	-	-	-	3,063	3,063	6,242
Consultancy, legal & professional	Direct	440	-	2,637	1,319	17,581	-	21,977	20,495
Depreciation	Direct	64	-	449	192	2,812	-	3,517	2,835
Trustees	Direct	-	-	-	-	-	464	464	-
Activity Expenses	Direct	299	-	299	359	5,022	-	5,979	6,788
Support costs									
Premises	Direct	519	-	3,634	1,557	20,247	-	25,957	36,760
Administration & finance	Direct	476	-	5,945	951	14,608	-	21,980	23,074

Total resources expended	4,668	-	23,818	12,960	183,118	3,527	228,091	298,813
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Total resources expended - 2011	6,001	3,075	40,531	16,904	226,060	6,242	298,813
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5 Net Incoming resources for the Year

	2012 £	2011 £
This is stated after charging		
Depreciation	3,364	2,835
Auditors' Remuneration	3,000	3,000

6 Staff Costs and Numbers

Salaries and wages	119,368	172,916
Social security	11,061	15,990
Pension	8,525	5,392
	<u>138,954</u>	<u>194,298</u>

The average number of employees calculated on the basis of full time equivalents was

	2012	2011
- Managerial and office staff	6	2
- Counselling, advice and information	5	5
- Fundraising and trading	1	1
	<u>12</u>	<u>8</u>

No employee received emoluments of more than £60,000

The Charity operates a stakeholder pension scheme for its employees. The company makes a contribution 6% of gross salary to a pension scheme for any members of staff who wish to take this up.

The charge represents the amounts payable in respect of the year

Age Concern Brent
Notes to the Financial Statements
for the year ended 31st March 2012 (continued)

7 Trustee, Management Committee and Related Party Transactions

No members of the management committee received any remuneration during the year. A total of £0 (2011: nil) has been paid to members of the management committee in reimbursement of expenses and training costs incurred in their duties. No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2011: nil).

8 Taxation

As a charity, Age Concern Brent is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

9 Fixed Assets

	Fixtures, Fittings & Equipment £	Computer Equipment £	Total £
Cost at 1/4/11	15,730	14,150	29,880
Additions	1,915		1,915
Cost at 31/3/12	<u>17,645</u>	<u>14,150</u>	<u>31,795</u>
Depreciation at 1/4/11	12,302	7,579	19,881
Depreciation Charge for year	1,688	1,676	3,364
Depreciation at 31/3/12	<u>13,990</u>	<u>9,255</u>	<u>23,245</u>
Net book value at 31/3/12	<u>3,655</u>	<u>4,895</u>	<u>8,550</u>
Net book value at 31/3/11	<u>3,428</u>	<u>6,571</u>	<u>9,999</u>

10 Investments

	2012 £	2011 £
Short Term Investment with RBS	-	-

11 Debtors & prepayments

	2012 £	2011 £
Accounts Receivable	26,603	-
Accrued income	1,132	-
Sundry debtors	5,000	5,913
Prepayments	907	645
	<u>33,642</u>	<u>6,557</u>

12 Creditors (less than one year)

	2012 £	2011 £
Inland Revenue	3,742	5,054
Wages	11,424	0
Pension Control Account	0	687
Deferred income	36,437	44,333
Other Creditors	754	500
Accruals	8,703	26,835
	<u>61,060</u>	<u>77,409</u>

13 Creditors (more than one year)

	2012 £	2011 £
Pension Deficit payable after 1 year	33,472	33,472
	<u>33,472</u>	<u>33,472</u>

Age Concern Brent
Notes to the Financial Statements
for the year ended 31st March 2012 (continued)

14 Analysis of Net Assets between Funds

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	8,550	-	-	8,550
Current assets	223,723	30,000	(44,898)	208,825
Current liabilities	(61,060)	-	-	(61,060)
Liabilities in excess of one year	(33,472)	-	-	(33,472)
Net assets at 31st March 2012	137,742	30,000	(44,898)	122,844

15 Movements in Funds

	At 1st April 2011 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31st March 2012 £
Restricted Funds					
Information, advice & advocacy services	(3,952)	77,800	(83,905)	-	(10,057)
Healthy Eating	(12,623)	24,902	(22,501)	-	(10,222)
Hillside Housing	(8,693)	5,000	(5,564)	-	(9,257)
Opportunities for volunteering	(880)	10,980	(5,079)	-	5,021
Toe Nail Cutting	(1,759)	1,079	(6,234)	-	(6,914)
Social Inclusion	11,181	49,680	(44,050)	(15,011)	1,800
Keep in touch	(14,732)	-	(15,631)	15,011	(15,352)
Total restricted funds	(31,458)	169,441	(182,964)	-	(44,981)
Unrestricted Funds					
Designated running costs fund	30,000	-	-	-	30,000
General funds	24,788	113,037	-	-	137,825
Total unrestricted funds	54,788	113,037	-	-	167,825
Total Funds	23,330	282,478	(182,964)	-	122,844

Purposes of Restricted funds

Information, advice and advocacy services, Healthy Eating, Toe Nail Cutting, Social Inclusion, and Keep in Touch

These services are provided to improve the quality of life for older people by direct support and opportunities to socialise and keep active

Funding for these services is provided by the London Borough of Brent, Harrow and Wembley PCT and the Community

Hillside Housing

This service is provided to support older people living independently

This service is funded by the Hillside Housing Trust

Opportunities for Volunteering

This initiative supports all our activities

The funding is provided by Age Concern England

Purposes of Designated funds

Running costs Fund

The running costs fund is to set aside sufficient reserves to cover 3 to 6 months expenses in order to reduce expenditure or seek alternative funding if funding from the London Borough of Brent were withdrawn at short notice. The current amount is sufficient for this purpose.

Annual Review 2011-2012



Working with Older People and for Older people in Brent

We would like to express our sincere thanks to London Borough of Brent, Hillside Housing Trust, The Lloyds TSB Foundation, Ward Working Funds, Age UK, The Goldsmiths' Company, The Gannet Foundation and London Councils for the funding.

We would like to sincerely thank all our dedicated volunteers, who support us in so many different ways to make a real difference to the senior citizens in the borough.

120 Craven park Road, Harlesden, London, NW10 8QD Tel 020 8965 7711
Company Registration Number 2709324
Registered Charity Number 1011668
www.ageukbrent.org.uk

Reference and Administrative Information

Charity Name Age Concern Brent working name Age UK Brent
Charity Registration Number 1011668
Company Registration Number 2709324
Registered Office and Operational address 120 Craven Park Road, Harlesden, NW10 8QD

Trustees 2011-2012

Tony Burch	-	Chair from November 2010
Cally Akisanya	-	Co Vice Chair
Zara Ghods	-	Co Vice Chair
Ken Morjaria	-	Treasurer until August 2011
Siggy Mitchell	-	Trustee
Lawrie Nerva	-	Trustee
Daksha Shah	-	Trustee
Tayo Ajakaiye	-	Trustee
Dawar Hashmi	-	Trustee from November 2011
Varsha Mehta	-	Trustee from November 2011
Anas Garba	-	Trustee from November 2011

Company Secretary Daksha Chauhan-Keys

Senior Management Daksha Chauhan-Keys (Chief Officer)

Auditors: Reddy and Siddiqui & Kabani
Chartered Accountants
183-189 The Vale
London
W3 7RW

Bankers: Royal Bank of Scotland, 86 Craven Park Road,
London, NW10

UNITY TRUST BANK, Nine Brindleyplace
Birmingham, B1 2HB

The Trustees of Age UK Brent (Age Concern Brent) would like to thank our funders, for all the financial support given to the organisation. We would like to thank our staff, volunteers and partners for their support during the year.

Message from the Chair

Introduction

After the pain of reorganisation two years ago, this last year has seen us stabilise, with a renewed sense of purpose in a rapidly changing world

Economic changes, both local and national, are having their impact on us, and others like us. More importantly, older people are being affected, and we have never been needed more than now

As a proud embodiment of the 'Big Society' here in Brent, with the largest volunteer force in the borough, we are having to seek new sources of income, and forge new partnerships, to meet changed, and challenging circumstances

All that said, I have every faith that we are stronger than ever before, carrying a confidence about the future which comes from a deep commitment to advancing the cause of older people here in Brent, and through Age UK, nationally

Board

I am grateful to the board for their support, and readiness to take us into the future. However I want to pay particular tribute to our most senior members, Cally and Lawrie, both ex Chairs themselves, for their magnificent contribution over such a long time. Both have recently received recognition for their activities elsewhere, but it is with a huge sense of gratitude, and pride, that I mention them here

Staff

Daksha our Chief Officer continues to give 110%, running the office on a tight budget whilst promoting us and advocating for older people around the borough. We welcome back Maxcine after her maternity leave, and once again thank Ken for his work on developing the volunteer force in his usual energetic way. Between them they head our team of paid staff and volunteers, leading by example in their commitment to our work. We hope to be expanding by employing fundraisers to widen our scope of activities and broaden our income base in this next year

Partnerships

Partnership working is the 'buzz word' on everybody's lips just now. Fortunately it's something we're very keen on, and good at! Just as we're teaming up with other Age UKs in West London, and with other Brent-based charities, in order to bid to provide services for older people, we're working hard to expand our befriending scheme, putting people in touch with each other to foster a sense of community and tackle social isolation. Our work in advocating for older people is really all about creating the partnerships that help us to help them, and we never forget who we're there for

Thank you for your continuing support in this exciting and vital work

Tony Burch

Message from the Chief Officer

Each and every day, we continue to support the Older People in Brent, this may be simply with general information or with more complex matters around housing, debt, accessing services or with benefits

For the most vulnerable and isolated housebound older people, our Befriending service provides that much needed vital link, social contact, a chat through being matched to a volunteer befriender. There is a great demand for this service

Our other extremely valuable areas of work have been the Events to promote greater awareness, Breast Cancer Screening Programme with the NHS Brent and for the more active older people, we have the keep fit classes, the walking clubs, the Drama Club. We also support and facilitate the Champions work with voicing their concerns on issues that matter

We can do the above with the wonderful dedicated team of staff, enormous amount of support from our wonderful and committed pool of volunteers and I sincerely appreciate each and everyone that continues to support us to deliver our local services

Unfortunately we have not been able to do the Outings, as requested by a number of our members, but we are hopeful that we will look into them again very soon

Every day is different being a Chief Officer and the demands of the job get more intensive, I work closely with the Board to look at strategic planning and work in collaboration with local and regional partners. I attend the local Partnership for Older People Board meetings in Brent with local statutory and voluntary sector providers to ensure that Older People of Brent are given equal priority as other client groups in terms of budgets and services. During the year, I was appointed as the Chair of the Scrutiny Panel for Willow Housing and Care and this enables us to scrutinise services provided by Willow for their residents in sheltered and extra care sheltered housing. Where possible I have supported Brent Pensioners Forum and The Older People's Champions Network. During the year, I have worked with Brent Link and in particular with the Enter and View inspections of the Elderly Care wards at the Northwick Park Hospital

It has been a demanding year as we continue to seek funding to sustain our VITAL services as well as exploring new areas of growth. It has also been a very rewarding year as we have achieved our aims through supporting, assisting and empowering the local older people of Brent. This report highlights all the work undertaken

I look forward to more joined up working as the demand on our services continue to grow daily and more so with the changes, cuts and Personalisation

I would like to thank all the volunteers, staff, trustees, members, donors, funders, partners, the Champions and the supporters I specially thank the Board and in particular our chair, Tony Burch for the valuable support and Penny West, who continues to mentor me and keep me focussed with the very many demands in this changing environment

Daksha Chauhan-Keys - Chief Officer

Age UK Brent – Charity Shop

Jean Forbes continues to manage our Charity Shop and is supported by Ines Kostrencic, the deputy Shop Manager and a pool of volunteers

Our Shop is open 6 days per week and the funds raised by the Charity Shop continue to support us to deliver the vital services that make the difference to local older people

During the year, the shop raised over £50,000 to support our work

We are sincerely grateful to Jean and Ines for the commitment and dedication and for all the hard work that they continue to do in running the charity shop We thank all our regular volunteers for their support

The shop continues to face challenges as we have seen a reduction in items being brought into our shop, this is due to a number of factors, such as parking restrictions, people selling their stuff at car boot sales or through eBay

We are also extremely concerned about the ever increasing bags dropped through letter boxes by Companies that make profit As a result of above we face challenges of stock for our shop and therefore urge people to give to local charity shop who help local people

We are always grateful for all those who continue to support us by donating their stuff and to those who come and purchase from our Charity shop We urge you, your neighbours and friends to support our Charity Shop

INFORMATION, ADVICE AND ADVOCACY REPORT

Older people have a right to be in charge of their own lives, but sometimes frailty, disability, isolation, financial circumstances or social attitudes often lead to limited choices

At Age UK Brent, we are a voluntary service provider, we believe in independent living and empowerment, through this we are able to offer support and guidance in all areas of our information and advice services and part of our mission is our commitment to working and supporting, service users from all cultural and ethnic backgrounds, Adults with social and learning difficulties/disabilities/impairments, older lesbians and gay and adults with sensitive issues We are able to identify with our service users, they are treated as individuals and respected in the same way

Our information and advice/advocacy projects focus on the **needs** of our elderly service users in Brent Through this we are able to offer a Drop-in surgery in **Harlesden**, outreach surgeries in **Sudbury, Central Middlesex Hospital, and Mary Seacole ward**. We also offer appointments at our offices

Home Visits are another essential part of our services, for housebound and vulnerable service users, whom are not able to get to our offices or at the outreach surgeries

We offer support and advice and in all areas of health, disability benefits, mobility schemes, welfare benefits maximization, housing issues, pensions, utilities, Fuel Poverty, debt management and representation and form filling to our service users

The **key role** of Age UK information/advocacy services is to liaise with community practitioners which sometimes involves referrals, we give advice to carers/families Age UK have continued to strive and go from strength to strength to build a much better service from Monday-Friday, and this help would not have been possible without the help and support from our volunteers,

All our volunteers and staff have different abilities that strengthen our Department.

THE TEAM

Adele Braithwaite- Advice officer
Abbas Khatri-Community Advisor
Maxine Akinsowon- Senior Advisor
Agnes-Volunteer Admin worker
Alan-Volunteer Admin worker
Barbara-Volunteer Advocacy
Dush-Volunteer/ Reception
Julie-Volunteer Advocacy
Linda- Volunteer Advice/ Advocacy
Tracey- Volunteer Advice

Feed Back from Service Users!!Wonderful
Job!!"Best
service"Very
Valuable
ServiceThank
YouVery
Pleased"!!**OUTCOMES/ ACHIEVEMENTS**

We have been successful in maximizing the **income** of our clients and managed a Total of **£262,383.99** in Benefit take-up

We managed to see **2,544 Clients** and offered support in the following, Pension Credit, Attendance Allowance, Social Fund, Council Tax, Housing Benefit, Warm Front, Digital Help Scheme, Warm Home, Transport, Utilities, State Pension, Sheltered Housing, Tax Help, Health Care Cost, Debt, Carers Allowance

We managed **1189 Call logs**, giving telephone Advice, Referrals, information on services around Brent to clients



VOLUNTEERING AT AGE UK BRENT

Ken Luxon continues to be responsible for all the volunteers in the organisation. Brent Active Citizens have really become effective as a source of recruits and we were awarded a certificate by them in the autumn for our creative use of volunteers.

Volunteers come to us from all around the borough and from all backgrounds. Many are trying to get back into work and want some constructive activity on their CV's. Others have a real desire to give back to the community. Still others need something to do that fits in with the demands of home life or conditions that limit their abilities. We try and find constructive roles for them all. Some only stay a few months because they are able to find paid work or some other aspect of their life demands attention.

The London Probation Trust continues to supply many people who keep the work of the shop running splendidly, all under the continuing guidance of **Jean Forbes** who herself received an award from the Mayor of London's office for her very long and profitable voluntary service in the shop.

This year three of our volunteers were honoured, two by Brent Active Citizens, (our local volunteering bureau). They were honoured for their dedication and perseverance in supporting their local community. **Ines Kostrencic** was nominated for her long service in the shop and **Saidou Barrie**, for his dedication to Befriending. **Eileen Moore** was honoured by the Mayor of Brent for her long term commitment to telephone befriending.

Volunteers around the organisation

We continue to make use of volunteers in all our regular activities, advice, shop, befriending, office, nail cutting and exercise activities. New activities include helping with fundraising.

In January we invited very nearly 150 people to our "New Year's Thank You Party" which we had at the Wembley Plaza Hotel. Many thanks to the staff for their support.

All new volunteers get training for their roles from the project managers. Some, such as Advice Service volunteers, may get training towards NVQ's in Advice Giving. Some have come from colleges and their experience with us has enabled them to gain qualifications such as NVQ's in Business & Administration.

Quotes from volunteers

"Thank you for letting me be here."

"It is satisfying to know that you are doing something useful."

BEFRIENDING SERVICE

The project goes from strength to strength, however it faces the challenge of being too popular. We are getting more referrals of clients due to cutbacks in day care. Also, we are getting younger clients referred who have been using the mental health system for many years and these offer very different challenges. While we get a regular stream of people offering to become Befrienders we struggle to keep up with referrals as most Befrienders only see one client each. At the time of writing there are approximately 20 people awaiting initial assessment and a similar number awaiting allocation.

Our Befrienders receive not only initial training, but also ongoing support and training. This year they have had talks on bereavement, a discussion from the local Police about local crime issues and a full briefing on the Digital Switchover. Ken is working towards gaining national accreditation for the scheme as having Approved Provider Status. He hopes that the Mentoring And Befriending Foundation will make the award in the summer.

During the year April 2011 – March 2012, 55 people received our Home visiting service and another 19 received our telephone befriending service.

Most people who are referred to us, are simply lonely. It may be that their partner has died, or all their friends have moved away. Some are unable to get out and meet people because their mobility has deteriorated and they can no longer physically leave the house. Still others find that the changes we see in society all around us are too much for them. The world is now too loud, too fast, too uncaring and they feel that they cannot face it.

For all of these we will try to find a Befriender, a local volunteer willing to phone or visit, on a weekly basis. What do Befrienders do when they get there? They will sit and listen, or chat, or drink tea, or learn to knit, or look at books of old photo's, or play along with Countdown. What does this achieve? For most, it just helps them get through the week. For some it saves their lives, (Befrienders will always encourage their clients to seek help, including medical assistance if needed,) it may be the highlight of their week, it may be their next great friendship. For some of them it will prevent depression and even delay the onset of symptoms of dementia. For some it will help to prevent abuse by those paid to care for them.

Quotes from our clients who receive the Befriending Service

"She comes with all sorts of good news. Very good company, regular as clockwork."

"The quality of volunteers and advice is very good."

"I've been very lucky to get a nice lady."

"I entered into this reluctantly but I'm very grateful to the organisation and everyone involved."

"It was a very good match. We were from different backgrounds but it works."

"One of the best things that has happened to me."

Health & Wellbeing Services

Exercise Activities - The Keep Fit classes at Fortunegate Lounge in NW10 and Harrod Court, NW9 go from strength to strength, both now operating very near their capacity. Tamara continues to lead these wonderfully. We have regular attendance from active elders who attend the weekly classes. There is a small fee of £2.00 charged for attending each session.

Mind Mapping Exercises - We recently co-operated with a research student from Brunel University who was testing the benefits of simple mental exercises. She came along each week and set the students puzzles, crosswords, word searches etc. They played "In my Grandmother's basket". What did this achieve? It helped keep the mental gears active and oiled up. Kept up over a long period it can reduce the chance of serious memory loss and other symptoms of dementia.

Walking Group - This ran from September 2011 on a Thursday afternoon in the grounds of Willesden Sports Centre, funded by the Lloyds TSB Grant.

Intergenerational Drama

The first drama project began in January 2011 and resulted in three performances in July that year. A group of some 8 older participants were matched with a similar number of 6th form students from Claremont High School in Kenton. They worked together to devise a play, subsequently written by one of the school staff. This was then performed at the school and at two of Willow Housing Associations sheltered housing schemes.

The play focused on the dilemmas facing people under pressure to leave their own homes and the tensions and memories this evokes. The school students performed to an excellent standard but some surprise casting amongst the older participants gave the real icing on the cake. A project that benefitted all concerned although in different ways. All participants enjoyed the experience of working in a varied environment, supported by the school staff. The students also gained experience which will go towards their A levels. We are confident that we will see some of these young performers again.

Many of the troupe re-assembled this January and worked towards a new play which was performed in July. More details of this will be in next year's annual report. Age UK Brent wishes to acknowledge the support of The Lloyds TSB Foundation and Claremont High School Academy in making this project possible.

"What was best about the project? It gave me a chance to meet young people, mix with them. They respected me and I respected them."

"Creating a bond when we were working together and also when we weren't."

Toenail Cutting Service

Our simple toenail cutting service for Brent residents, who are 60 years and over, was re-launched in October 2011. Clinics are now being held at five different venues - Sudbury Neighbourhood Centre, Harrow Road in Sudbury, Morland House, Brondesbury Road in Kilburn, Fortunegate Hall, Fortunegate Road in Harlesden, Brent Irish Advisory Service, Willesden High Road in Willesden and Harrod Court, Stag Lane in Kingsbury. A clinic is held at one of these clinics each week over an eight week rota. Currently the Harlesden, Sudbury and Kilburn clinics are proving to be the most utilised.

We now have almost 40 clients on our list which continues to grow gradually. Client feedback includes comments such as "my feet always feel so much better after seeing you" and "the lady who rings me up about my appointment is always so efficient".

It currently costs £15 to get your toenails cut plus £5 for fingernails if required. On the first visit you also need to pay an additional £10 to buy your own toenail cutting kit for your continued personalised use. Unfortunately the trained nail care assistant is not able to see clients with certain medical conditions or carry out treatments as this would require a qualified podiatrist but we have been referring them on to an agency that can provide this as a domiciliary service.

The service has been promoted at all GP surgeries, local social and activity clubs. We also plan to circulate our promotional literature to the local chemists and churches in the Kingsbury and Willesden areas. Toenail cutting services are currently being reviewed by the West London to look at possible future developments of the service within West London as a whole.



Events and Partnership Working

Awareness Event in Kingsbury, NW9 - Age UK Brent was pleased to organise an Awareness Event in Kingsbury and that included co-ordinating a number of Information Stands (that included Legal advice, Tax Advice, Help at Home services, Benefits Advice, Insurance services) There were a number of presentations We were pleased to have Cllr Sandra Kabir who spoke on local matters, and Dr Tony Burch who spoke on Healthy Lifestyles

Safeguarding Seminar - In January we were delighted to work with the Brent BASIS Project on the Safeguarding Seminar that was very well attended approximately by 70 statutory and non statutory providers We were able to lead on Safeguarding matters for Older People and working together to stop elder abuse

Breast Cancer Awareness Project - During the Period November – March, we worked with the NHS Brent and Harrow to support them with delivering a Brent Cancer Awareness Project aimed at women aged 70 and over This involved a number of active individuals from Age UK Brent being trained and co-ordinating to undertake face to face surveys with women aged 70 and over and we carried out 130 face to face surveys with individuals and a number of Presentations at outreach sessions

Warm Homes Healthy People Project - During December – March we worked with Energy Solutions (North West London)) with Promoting the Community Awareness Campaign, this involved sharing of local information, joined up working and the secondment of one of our Adviser to Brent Energy Solutions

Elders Choice Event - We were invited to participate by the Metropolitan Police, The Community Cohesion Team who organised a very successful Elders Choice Event at the Brent Town Hall, to promote the services and facilities available to older people in the Borough of Brent

Digital Switch Over - Working in collaboration with West London Network and the Brent CVS, we were pleased to carry out a number of Presentations to undertake demonstrations and provide advice and support on what the switchover is and the support available through the Help Scheme

Fuel Poverty Events - The Advice Team successfully delivered a number of Fuel Poverty Events around the Borough and saw in the region of 125 older people and a number were supported to apply for Fuel Grants

Black History Month - Our Advice Team were active in co-ordinating an Event at the St Michael's Church for the Black History Month

Christmas Party for the Clients who use the Advice Services and a New Year Celebration for all the Volunteers was held during the year

CHAMPIONS OF OLDER PEOPLES' NETWORK

During the year, we changed our name from Older People's Champion Group to the **Older Peoples Champions Network**; this is to enable us to network more widely with other forums and networks locally and regionally

Coffee Mornings - On 9th November, we held a successful Coffee Morning at Brent Town Hall, with a presentation on Changes in Health & Social Care and Commissioning of Older People's services in Brent
The Key note speakers were Cllr Ruth Moher – (then Lead Member for Adults, Health & Social Care and Dr Tony Burch (Chair of Age UK Brent)

It was a well attended event and informative and provided a forum for discussions about changes and priorities for older people We also managed to recruit 6 new champions to join the Network

We held the 2nd Coffee Morning in conjunction with Age UK Brent and the Health and Wellbeing Event, the main focus was to promote the work of the Champions and to recruit more champions from that locality

Campaign on Hungry to be Heard – wrote to the Borough Director - We wrote our concerns to the local Borough Director who acknowledged and referred us to the recent CQC inspection of the Elderly Care wards, which suggested that Brent was providing adequate standards and they were working towards addressing some key areas that needed improvement

Enter and View - A few of our Champions were trained by Brent Link to carry out Enter and View inspections

Following the training, we supported Brent Link with the Enter and View Inspections that were undertaken at Willesden Health & Care and at Northwick Park Hospital (in Elderly Care wards) Reports of both Enter and View Inspections are available from Brent Link As part of this, the Champions are now working with the Brent Link Action Groups, the Hospital and Primary Care Action Group and have regular input into the 2 Action groups

House of Commons - Question Time on Social Care within the Home - A few of the Champions attended an interesting Presentation by Professor Heinz Wolff, who is focussing on Care4Care Scheme which places some of the responsibility for the Social Care of older people on the community, rather than on the state.

***Siggy**, the Chair of the Older Peoples Champion Network, commented that whilst it seems to be an option that needs consideration, it also needs wider debate and there needs to be resources available and allocated to the community to make this a viable option*

Older Peoples Partnership Board – a few Champions are involved in attending the local Partnership Board meetings that focuses on health and social care

The key aim of the Network is to bring together like minded older people in the Borough of Brent to meet and discuss monthly the issues that matter to them and to influence the planning and delivery

Our future priorities will be to get involved in any changes being proposed in health, housing and social care delivery, with scrutiny panels and with enter and view inspections

Champions for Older People's Network

Ms Siggy Mitchell Mrs Joyce Johnson Ms Corrine Buchanan Mr Ronald Coleman
Mr Gorman Collins Mrs A Ethel Ojugbele Mr S R Patel Mrs S S Patel Mr David
McLeod Mrs D Singh Mrs Vi Steel Ms Zelma Thompson Mrs Margaret Wallace Mr
Richard Wisdom Mrs Y Valentine Miss Janet Robb

List of All Staff, Volunteers and Champions of Older People

Daksha Chauhan-Keys – Chief Officer
Maxcine Akinsowon – Senior Adviser
Ken Luxon – Volunteer Development Co-ordinator/Office Manager
Adel Braithwaite – Adviser
Abbas Khatri – Trainee Adviser
Jenny Douglas – Office Administrator
Hilary Wilson – Toe Nail Co-ordinator
Farzan Yousaf – Walk Leader
Ahmed Dalwai – Walk Leader
Sandra Beckford – Temporary Advice Worker
Jayne Okacha – Temporary Advice Worker
Mary Doris – Cleaner

Barish Sonmez	-	Freelance Finance Officer
Tamara Daipanagiotis	-	Freelance Keep Fit
Jennifer Irving	-	Toe Nail Cutter from Age UK Camden

LIST OF VOLUNTEERS AT AGE UK BRENT

Mrs Margaret Akers Shop	Miss Jane Feenan Befriender
Mrs Vivian Akinbanjo Advice	Mrs Isolyn Ferguson Befriender
Miss Amran Ali Advice	Miss Melissa Forbes Befriender
Mrs Kulsum Ashraf Befriender	Mrs Jean Forbes Shop
Mrs Patricia Asuquo Befriender	Mrs Dorothy Foster Drama
Ms Theresa Auguste Drama	Ms Lynda Francis Shop
Mr Nagindas Avlani Befriender	Mrs Josephine Gana Drama
Ms Anna Balantyne Drama	Mr Anthony Gibbons Befriender
Mr Saidou Barrie Befriender	Mrs Shanta Halai Befriender
Mrs Mavis Bart Befriender	Miss Catherine Anne Hayes Befriender
Mrs Sandra Beckford Befriender	Miss Eleanor Hayes Shop
Miss Shirley Best Befriender	Rev Maureen Hector Befriender
Mrs Simona Blaj Shop	Mr Shaun Holden Befriender
Mrs Shahida Bokhari Befriender	Miss Geraldine Howard Befriender
Miss Corrine Botha Befriender	Mr Dushmantha Jayatilleke Advice
Mr Glaston Bovell Befriender	Mr Jatin Jeantilal Shop
Ms Carol Brown Befriender	Miss Antoinette Mayathis Johnson Advice
Mrs Minnette Brown Befriender	Mrs Joyce Johnson Befriender
Miss Marcia Buchanon Advice	Mr Alun Jones Advice
Mrs Jean Butt Befriender	Miss Margaret Jones Befriender
Mr Parthkumar Cantilal Office	Mrs Barbara Joseph Befriender
Mrs Mylene Carandang Shop	Mr John Keys Befriender
Miss Alice Carver Befriender	Miss Heidi Koller Befriender
Mr Dougie Christadoulou Shop	Miss Ines Kostrencic Shop
Mr Iazlo Csik Shop	Miss Zo Kotarska Befriender
Miss Joan Daley Shop	Miss Nisha Lalji Befriender
Miss Araba Davis Shop	Miss Kelly Landau Befriender
Mr Tim Ditchburn Shop	Mr Easmon Lavalley Office
Miss Jenny Douglas Office	Mrs Monica Logan Drama
Miss Claire Dover Befriender	Mr Lucien Mahoukon Shop
Ms Christina Easom Befriender	Mrs Rasula Malde Befriender
Miss Chioma Ejiofor Office	Mrs June Manley Befriender
Ms Julie Everitt Shop	Mrs Anne Marks Shop
Mrs Carol Facey-Brown Befriender	

Ms Janet McDonald Office
Miss Tracey McKinney Office
Mrs Jacqueline Adomako Mensah Advice
Mr Robin Midwinter Befriender
Mr Rupert Mikely Befriender
Mrs Marcia Miller Befriender
Ms Siggy Mitchell Befriender, Champion
and a Trustee
Mr Hossam Mohammed Shop
Miss Eileen Moore Befriender
Mrs Daphne Morris Shop
Miss Ardita Muceki Advice
Ms Olga Mullan Shop
Mr Phuc Huy Kevin Nguyen Befriender
Ms Jayne Okacha Advice
Mrs Margaret Oyemade Befriender
Mrs Cathrine Ossei Befriender
Mrs Rachel Odimah Befriender
Mrs Julie O'Donnell Befriender
Miss Damali Ola Parris Office
Ms Chandra Patel Shop
Mr Jayeshkumar Patel
Mrs Jivibai Patel Befriender
Mr Vipin Patel Drama
Mrs Elaine Pinnock Befriender
Miss Eva Preka Shop
Mrs Kathleen Poorman Befriender
Mrs Enid Prince Befriender
Ms Amanda Rabor Befriender
Miss Massah Rodgers Befriender
Mr Shane Rubie Shop

Ms Hannah Sakyi Shop
Mrs Jamila Julie Saleh Advice
Miss Rosmin Samji Office
Mrs Carol Samson Befriender
Ms Verisha Samuel Advice
Miss Maria Lilica Sanca Office
Miss Jennah Sannoh Befriender
Ms Susan Scannell Shop
Mrs Chetna Shah Befriender
Mrs Palvi Shah Befriender
Miss Amy Smith Befriender
Ms Sara Smith Befriender
Mr Jamie Spencer Shop
Mr Robbie Spotswood Shop
Miss Rachel Sogbesan Befriender
Mr Roger Southgate Office
Mrs Barbara Southgate Advice
Mrs Jane Steen Shop
Miss Leah St Louis Shop
Ms Bridget Sullivan Shop
Mr Paulo Tavares Shop
Ms Dehab Telewede Shop
Mr Alfred Thorpe Befriender
Mr Matthew Tuttle Befriender
Mrs Valerie Tyksinski Befriender
Mr Andre Wagner Shop
Ms Camile Watson Shop
Ms Christina Welbeck Shop
Mrs Hil Wellard Befriender
Ms Janet West Shop
Miss Hilary Wilson Office
Mrs Mona Wood Shop

ACKNOWLEDGEMENTS

We thank all the people who have made kind donations to us in cash and for the goods that have been donated to our Charity Shop

We thank all the volunteers for the commitment, dedication and for their support during the year

We acknowledge the advice and guidance provided by Age UK and in particular Sharon Haffenden and her team

We acknowledge the advice and support provided by Age UK London and in particular Sam Mauger and her team

Partners

NHS Brent and Harrow - deliver Breast Cancer Awareness Project for women aged 70 and over

Brent Energy Solutions - Promoting Community Awareness Campaign on Warm Homes and with secondment of staff

Metropolitan Police - Elders Choice Event

Brent CVS - Digital Switch Over

BASIS - Safeguarding Conference

St Michael's Church - Black History Month

Claremont High school - Intergenerational Project

Willow Housing and Care - Events/Keep Fit and classes/Toe Nail Cutting clinic

Sudbury Neighbourhood Project - Weekly Advice Surgery and Toe Nail Cutting clinic

Brent Irish Advisory Service - Toe Nail Cutting clinic

Brent Pensioners Forum - Information Sharing/support with speakers and at meetings

Stonebridge Older Peoples Forum/WISE/WISCO/Brent Indian Association - Information sharing

Elders Voice - Collaborations and Information stalls

Brent Carers Centre/Brent CAB/Brent Association for Disabled People/Brent

MENCAP /Admiral Nurse Service - referrals

Brent Active Citizens Project - Volunteers

The Probation Service - Community Service Volunteers

Brent Link - Collaborations, Training and Enter and View Inspections

Brent Safer Transport Team/British Transport Police/Friends of

African/Caribbean carers and sufferers of Dementia, Somali Community and Culture /Tax Aid - through Events and referrals

Brent Older People's Partnership Board/Older People's consultative Forum - to voice and express the views and needs of Older People

We have also worked with **Michael Hart and the Legal Centre**

Age Concern Brent
Statement of Financial Activities
Income and Expenditure Account
for the year ended 31st March 2012

Incoming resources

		<i>Unrestricted Funds</i>		<i>Restricted Funds</i>	<i>Total Funds</i>	
		<i>General</i>	<i>Designated</i>			2011
	Notes	£	£	£	£	
Incoming resources from generated funds						
<i>Voluntary Income excluding volunteers</i>	2	31,502	-	-	31,502	11,935
<i>Activities for generating funds</i>	2	72,079	-	-	72,079	70,909
<i>Investment income</i>	2	63	-	-	63	-293
Incoming resources from charitable activities	3	36,137	-	185,593	221,730	161,009
Total incoming resources		139,781	-	185,593	325,374	243,560
Resources expended						
Costs of generating funds						
<i>Costs of generating voluntary income</i>	4	4,668	-	-	4,668	9,076
<i>Fundraising and trading</i>						
<i>Cost of goods sold and other costs</i>	4	23,818	-	-	23,818	40,531
Charitable activity	4	12,960	-	183,118	196,078	242,964
Governance Costs	4	3,527	-	-	3,527	6,242
Total resources expended		44,973	-	183,118	228,091	298,813
Net incoming/outgoing resources						
Net income/ (expenditure) for the year		94,808	-	2,475	97,283	(55,253)
Transfers between funds - current year						
		-	-	-	-	-
Net movements in funds		94,808	-	2,475	97,283	(55,253)
Reconciliation of Funds						
Total funds brought forward		42,934	30,000	(47,373)	25,561	80,814
Total funds carried forward		137,742	30,000	(44,898)	122,844	25,561

The Statement of Financial Activities includes all recognized gains and losses in the current and preceding year
All incoming resources and resources expended derive from continuing activities
The notes on pages 18 to 22 form part of these financial statements

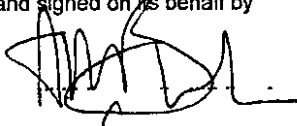
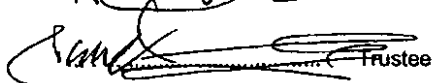
Age Concern Brent
Balance Sheet at 31st March 2012

	Note	2012 £	2012 £	2011 £	2011 £
Fixed Assets					
Tangible Fixed Assets	9		8,550		9,999
Current Assets					
Debtors	11	33,642		6,557	
Investments - Short Term	10	-		-	
Cash at bank and in hand		<u>175,183</u>		<u>119,888</u>	
		208,825		126,443	
Current Liabilities					
Creditors amounts falling due within one year	12	<u>(61,060)</u>		<u>(77,409)</u>	
Net Current Assets			<u>147,766</u>		<u>49,034</u>
Total assets less current liabilities			<u>156,316</u>		<u>59,033</u>
Creditors amounts falling due in more than one year	13		(33,472)		(33,472)
Total Net Assets			<u><u>122,844</u></u>		<u><u>25,561</u></u>
Reserves					
Unrestricted Funds	14				
General Fund			137,742		42,934
Designated Fund			<u>30,000</u>		<u>30,000</u>
			167,742		72,934
Restricted Funds	14		(44,898)		(47,373)
Total Funds			<u><u>122,844</u></u>		<u><u>25,561</u></u>

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small entities

APPROVED BY THE BOARD OF TRUSTEES and authorised for issue on
and signed on its behalf by

18th October 2012

 Chair
 Trustee



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