

AGE CONCERN BARKING AND DAGENHAM
(A Company Limited by Guarantee)

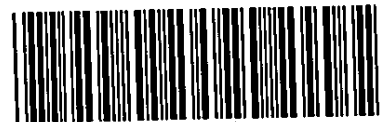
REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2008

haysmacintyre
Chartered Accountants
Registered Auditors

Company Number: 3747452
Registered Charity Number: 1075547

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AGE CONCERN BARKING AND DAGENHAM
TRUSTEES' ANNUAL REPORT AND ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2008

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AGE CONCERN BARKING AND DAGENHAM

REPORT OF THE TRUSTEES

REFERENCE AND ADMINISTRATIVE DETAILS

NAME OF CHARITY: Age Concern Barking and Dagenham

CHARITY NUMBER: 1075547

COMPANY NUMBER: 3747452

REGISTERED OFFICE: White House
884 Green Lane
Dagenham
Essex
RM8 1BX

DIRECTORS:	Douglas Waters	(Chairman to 16 November 2007)
	Brian Devlin	(Vice-Chairman to 16 November 2007; elected Chairman 16 November 2007)
	Keith Chapman	(retired as Director and Treasurer 16 November 2007)
	Douglas Beardon	(elected as Director and Treasurer 16 November 2007)
	Thomas Awoleye	(elected 16 November 2007)
	Susan Fairman	
	Elizabeth Geary	(elected 16 November 2007)
	Dennis Riley	
	Abdus Salam	(elected 16 November 2007)

CHIEF EXECUTIVE: Mrs Claire Ramm (Company Secretary)

AUDITORS: haysmacintyre
Fairfax House
15 Fulwood Place
London
WC1V 6AY

BANKERS: Barclays Bank Plc
Small Business Centre
36 South Street
Romford
RM1 1RH

AGE CONCERN BARKING AND DAGENHAM

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2008

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Trustees, who are the Directors of the Company for the purposes of the Companies Acts 1985, submit their Annual Report and the audited financial statements for the year ended 31 March 2008.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2005 in preparing the Annual Report and Financial Statements of the Charity.

The Charity is a charitable company limited by guarantee and was incorporated on 7th April 1999. It is governed by a Memorandum and Articles of Association as at the date of incorporation.

The Trustees are the accountable body responsible for the financial well-being and strategic direction of the Charity. They have the ultimate responsibility for decisions taken. However, the day-to-day financial management and control of the budget is delegated to the Chief Executive, ensuring that detailed preparation of budgets and financial reports are submitted to the Board. The decision making process includes voting rights by individual Trustees. The Chair and Treasurer have delegated powers to act on behalf of the board in certain matters.

To facilitate this process a Finance and Personnel sub-committee of the Trustee Board, chaired by the Honorary Treasurer, has met regularly to explore financial and personnel issues prior to their presentation to the Board. Due to the increasing volume of issues for discussion, new sub-committees have been formed from April 2008, one dealing solely with financial issues, the other with personnel issues and one concentrating on income generation. The Honorary Treasurer has responsibility for ensuring that delegated responsibilities are executed within the framework and boundaries of good financial management.

Having recognised the need to expand the range of skills possessed by the Trustee Board, four new Trustees were recruited and elected to the Board in November 2007, namely:-

Thomas Awolaye
Douglas Beardon
Elizabeth Geary
Abdus Salam

Following the retirement of the Honorary Treasurer, Keith Chapman, both as Treasurer and as a member of the Trustee Board, Douglas Beardon was appointed Honorary Treasurer at the AGM in November 2007.

The Trustee Board will regularly review its size and composition to ensure it has the appropriate mix of experience, skills and expertise to enable it to carry out its role effectively as the governing body of the charity. In recruiting new trustees the Board looks for people who will put the best interests of the charity and its beneficiaries first, who reflect the diversity of the local community, and who have the appropriate knowledge and skills required. An information pack has been produced for potential trustees briefing them on the organisation and work of the charity and the role and responsibilities of trustees. The recruitment process will include completion of an application form and an interview. The Trustee Board will ensure fairness and transparency throughout the selection process and will provide support to successful candidates to enable them to participate fully as a Board member. New trustees will receive induction training to learn about the charity and the role of a trustee, including the company's policies and procedures relating to trustees, such as risk assessment and professional indemnity insurance. All trustees are encouraged to attend training courses to develop their knowledge and skills.

New trustees may be co-opted as members of the Trustee Board until they are elected as full members of the Board at the next AGM following their induction training.

ORGANISATIONAL STRUCTURE

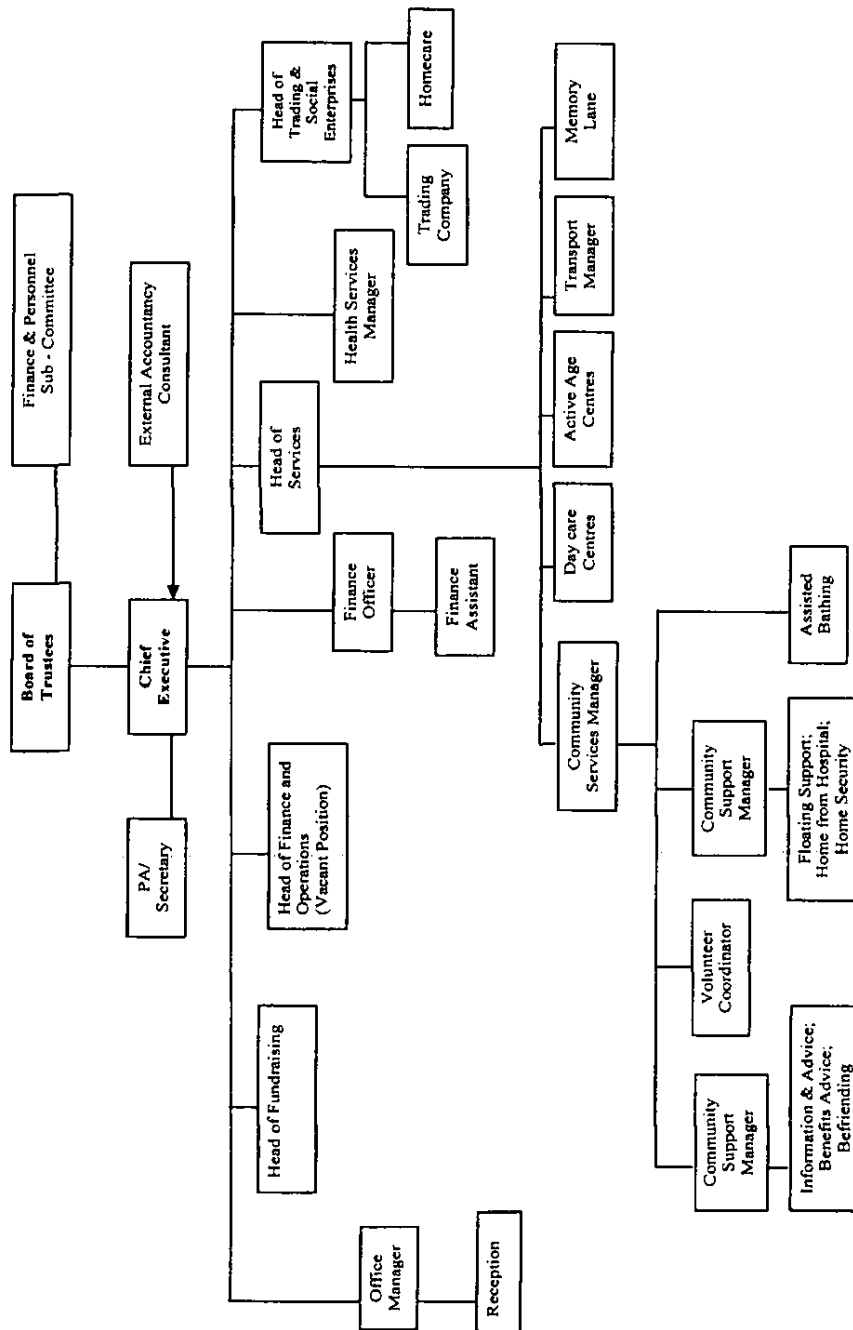
The organisational structure of the charity, as at 31 March 2008, is set out below.

THE CONCERN BARKING AND DAGENHAM

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2008

ORGANISATIONAL STRUCTURE (as at 31 March 2008)



AGE CONCERN BARKING AND DAGENHAM

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FOR THE YEAR ENDED 31 MARCH 2008

RISK MANAGEMENT POLICY

The Trustees are responsible for the identification and management of the major risks facing the organisation. As part of the strategic planning process they have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate these risks.

EXTERNAL RELATIONSHIPS

Age Concern Barking and Dagenham is an independent charity, responsible for its own policy, direction and funding. The Charity is a subscribing member of a network of charities sharing similar objectives, called the Age Concern federation. To be accepted for membership of the federation Age Concern Barking and Dagenham has to meet exacting standards of service delivery known as the Age Concern Quality Counts mark, which is assessed periodically.

Age Concern Barking and Dagenham contributes to the Age Concern federation in a number of ways. As well as paying subscription fees to the federation and, separately, contributing to the costs of regional meetings and networks, the charity also undertakes unremunerated assessments of grant applications made by local Barking and Dagenham charities to Age Concern England. Age Concern Barking and Dagenham can raise policy issues that may benefit from work at national level and pursue local issues raised at national level, by providing case studies and arranging for local older people to act as spokespersons on national topics. Age Concern Barking and Dagenham provides ideas and input into discussions and consultations on policy matters. Staff and Trustees can attend a range of federation meetings to help set the direction of the federation and to share 'best practice' and ideas. Age Concern England circulate monthly information and updates that may be of interest to local Age Concern charities around their policy and campaigning programmes. As a member of the federation Age Concern charities can access subsidised training for staff and Trustees and are eligible for small grants.

OBJECTIVES AND ACTIVITIES

In the Memorandum and Articles of Association the object of the Charity is stated as "to promote the relief of elderly people in any manner which now or hereafter may be deemed by law to be charitable in and around the London Borough of Barking and Dagenham". In order to achieve that object the Charity's stated aim in its mission statement is to enable older people living in Barking and Dagenham to maintain their dignity, independence and choice, through the provision of accessible, flexible and good quality services, ensuring a better quality of life in a safe supported environment.

The Charity has experienced rapid growth in recent years, during which time it has broadened the range of services offered to older people living in the borough and has seen a significant increase in the number of people using and benefiting from those services.

The Charity's objectives for the year ending 31 March 2008 were:-

- To roll out and review the three year strategic plan;
- To implement effective communication channels across the Charity;
- To expand existing social enterprise services and explore opportunities to introduce new services;
- To review and make any necessary changes to the Active Age service to ensure its future sustainability;
- To secure new sources of funding for the continuation of existing services and to facilitate the development of new services, giving older people more flexibility, choice and independence;
- To foster a person centred approach to services provided, ensuring the needs of older people are recognised and met;
- To be a more professional and transparent organisation by reviewing and updating financial and operational systems;
- To increase the number of Trustees and broaden the range of skills and expertise the Board can offer the Charity;
- To review current and future accommodation needs and find suitable premises to accommodate staff more effectively where necessary;
- To implement an effective IT system to facilitate the monitoring of and reporting on service performance;

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REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2008

OBJECTIVES AND ACTIVITIES (continued)

The key elements of the Charity's strategy to deliver its objectives were:-

- To increase the involvement of senior staff and trustees in strategic planning, using the strategic plan to prioritise activities and establish well defined action plans;
- To embed good internal communication channels producing a diarised planner of team meetings for all staff across the Charity;
- Set up a new Homecare service providing a wide range of flexible services such as domestic housework, shopping, gardening, DIY, Clip-it, personal care and transport services;
- To further streamline the existing Active Age services and develop a new model that will increase its appeal to the younger element of older people in the Borough and to identify suitable premises where the new model could be piloted;
- To build on established links with the Barking & Dagenham Primary Care Trust to secure funding for new health-related services and to expand and support existing core services;
- To increase the level of consultation with older people to establish their real needs and to ensure that those needs are being met, particularly in the design and delivery of the Charity's services;
- To give older people a voice, at both a local and a national level, through the Charity's campaigning and lobbying activities;
- To review and update existing policies and procedures and establish new ones where necessary;
- To cascade a new appraisal system across the Charity for all staff;
- To produce, maintain and regularly monitor performance against a 3-year business plan;
- To update and revise the information and training packs for Trustees and to continue to seek new Board members with the relevant skills and expertise to support the Charity's growth;
- To establish quality measurement tools throughout the organisation.

ACHIEVEMENTS AND PERFORMANCE – DAY SERVICES

Active Age

This year eight Active Age Centres provided facilities for approximately 2,000 older people to undertake a wide range of activities. The centres focus on preventing social isolation and depression, promoting healthy life styles, providing a useful source of information and advice and acting as a point of contact for vulnerable older people. The cost of running the centres in 2007/8 was £285k. This was funded partly by membership subscriptions and visitor charges, amounting to £91k, and partly by the London Borough of Barking and Dagenham, who contributed £10k towards the cost of accommodation rent. The remainder was funded from the Charity's reserves. Local Authority plans to redevelop the site of one of the Centres and escalating costs of running the Active Age service prompted a further review of the service in 2007/8, resulting in the closure of one Centre in March 2008 and another likely to close in September 2008. Nevertheless, the Charity remains committed to providing the Active Age service and making it self-financing, by streamlining services to ensure cost-effectiveness. The emphasis for 2008/9 is to develop a new model for the Active Age service, based on market research and consultation with existing and potential users of the service, that will increase its appeal to the younger element of older people in the Borough without losing its value and attractiveness to current users.

Key Achievements:

- Streamlined the number of Active Age Centres from eight to seven to reduce overall service deficit
- Planned a pilot to develop a new model to attract the younger element of older people

Day Care

Under the current contract with the London Borough of Barking and Dagenham the Charity is required to provide a day care service for frail older people and older people with dementia for a period of five years up to the end of March 2008. However agreement has been reached on extending the contract for a further two years until March 2010. Following a review of the service in 2007 two Day Care centres closed during the year, one in August 2007, the other in January 2008, with members of those centres being transferred successfully to the remaining three centres. The service, which operates seven days a week throughout the year, provides a level of care that delivers a balance of psychological, social and practical support and ensures that the beneficiaries can maximise their quality of life, dignity and independence.

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2008

ACHIEVEMENTS AND PERFORMANCE – DAY SERVICES (continued)

Day Care (continued)

The Charity recognises the need for the Day Care service to be flexible enough to assist older people in regaining the confidence and ability to use external community facilities and to look after themselves as well as providing the necessary care and support within the centre environment. To this end the service is being streamlined and developed to include new activities such as shopping trips and to establish a rehabilitation bed-sit. For those who do not meet the London Borough of Barking and Dagenham's criteria we offer places for private beneficiaries including individual budget holders.

Key Achievements:

- New daily programmes and activities in place
- Extended service to take on private paying individuals
- On-going appropriate training programme in place for all day care and dementia staff
- Successfully integrated day care and dementia beneficiaries for one day a week

Memory Lane Café and Dementia Service

This service is run by the Charity, at the George Crouch centre, in partnership with Carers of Barking & Dagenham. Funding is provided by the London Borough of Barking and Dagenham. Carers of Barking & Dagenham support the carers of those people with dementia who attend the Centre, while therapeutic activities are provided for the latter by Age Concern staff. The service aims to maximise the skills of older people with dementia in a supported environment. In addition to the daytime service the Centre now opens one evening a week when carers can take advantage of the support it offers outside normal working hours. Whilst some uncertainty remains about Local Authority plans for the George Crouch centre after September 2008, the Charity is making every effort to ensure that funding and alternative premises are found, if necessary, to enable this beneficial and much appreciated service to continue.

Key Achievements:

- The service continues to work well in partnership with carers of Barking and Dagenham
- Admiral Nurse surgeries established within the Memory Lane Café site

Transport

The Charity owns four minibuses which are used to provide a daily service transporting Day Care service users to and from the Fanshawe Centre, a similar service on two afternoons each week for users of the Memory Lane dementia service at the George Crouch Centre, and to facilitate shopping trips and visits to other community resources in the borough. The current contract with London Borough of Barking & Dagenham for these services ceases in March 2008 and is unlikely to be renewed in the foreseeable future. Plans are being drawn up to make alternative use of the vehicles that will benefit existing users of the Charity services as well as providing opportunities to develop new services.

Key Achievements:

- Set up a shopping service to benefit those people who normally would not be able to do their own shopping
- Maintained an excellent timing record for getting people to day care
- All drivers trained to MIDAS standard

Women's Asian Group

The Women's Asian Group continues to have a strong membership. It continues to be run with volunteer support and now has 15 members attending each week, undertaking a variety of activities. Members of the group also participate in consultative events under the umbrella of Age Direct (see below).

Key Achievements:

- As members of the Age Direct Group the Asian Women are regularly consulted on their specific needs
- Successfully set up a range of health activities with full participation

Centre Members' Funds

At 31st March 2008 the Charity held funds amounting to £74,331 contributed by day centre members towards the cost of their activities and functions. A total of £207,031 was spent on these activities and functions during the year.

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REPORT OF THE TRUSTEES

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ACHIEVEMENTS AND PERFORMANCE – COMMUNITY SERVICES

Information & Advice

The Information and Advice service receives funding under contract from the London Borough of Barking and Dagenham. It offers older people advice and support in claiming benefits to which they are entitled, assistance in completing forms, and information and advice on a range of issues relating to benefits, health and community care. The service is highly accessible, with meetings held in people's homes as well as at Age Concern offices. The current contract, which was due to expire in March 2008, has been extended until October 2008. The Charity is actively seeking alternative sources of funding to ensure that the service may continue beyond this date.

Key Achievements:

- 520 older people visited in their homes
- £500k of known benefits secured for older people
- 15 regular outreach sessions set up within the Borough
- Primary Care Trust funding secured to enable the expansion of the service

Benefits Advice

Separate from the Information & Advice service above, this service is funded for two years, until May 2009, by British Gas and Help the Aged. It concentrates on providing advice and assistance to older people, particularly in the harder-to-reach sections of the community, with regard to completing applications for welfare benefits to which they are entitled.

Key Achievements:

- 200 older people visited in their homes
- £200k of known benefits secured
- 5 regular outreach sessions set up within the Borough

The **Advocacy** service, funded by the Department of Work and Pensions, ceased in June 2007. This service provided practical support to older people who needed assistance in dealing with statutory bodies, government agencies, utility companies and similar organisations, to resolve problems causing them concern. The Charity recognises the value of this service to older people in the borough and is seeking alternative sources of funding that will enable it to reinstate the service as soon as it can.

Key Achievements:

- Successfully merged advocacy skills within the Information and Advice team

Befriending

The Befriending Service supports one hundred and thirty six vulnerable and socially isolated people living in the borough, many of whom are housebound. Thirty volunteers are involved in providing regular weekly visits to these people or providing a weekly phone call. The aim of the service is to build contact and provide support for the older person; also to identify and report any changes in their condition to the appropriate authority. There is a waiting list of people who would benefit from the Befriending service, and the charity is continually seeking new volunteer befrienders to meet this demand. The service is funded by the London Borough of Barking & Dagenham. The current contract, which was due to expire in March 2008, has been extended to March 2009.

Key Achievements

- Successfully undertaken inter-generational work involving local schools to promote the work of Age Concern
- Unique Care funding with the Primary Care Trust has enabled a successful advertising campaign for new volunteers
- Successfully resolved issues relating to the health and well-being of its beneficiaries
- Successfully encouraged beneficiaries to attend Active Age and Day Care facilities to alleviate isolation

Assisted Bathing

The Charity provides an assisted bathing service for forty-two older people each week under a contract with the London Borough of Barking & Dagenham, which is due to cease at the end of March 2008. The service is registered with the Commission for Social Care Inspection and has been awarded a 3-star rating. The aim of the service is to provide support to older people in enabling them to regain confidence in using bathing facilities in their own home. The service has been expanded with the opening of bathing facilities at the Galleon centre, offering additional support for older people who require specialised bathing equipment. Following the termination of the contract the Charity plans to set up a personal

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FOR THE YEAR ENDED 31 MARCH 2008

ACHIEVEMENTS AND PERFORMANCE – COMMUNITY SERVICES (continued)

Assisted Bathing (continued)

Care/assisted bathing service as part of the Homecare social enterprise which will be available to all older people in the borough and is expected to be self-financing.

Key Achievements

- Successfully merged the assisted bathing service and associated staff within the new Homecare Agency

Volunteers

The volunteer management programme is funded by the London Borough of Barking and Dagenham. The current contract expires in March 2009. The contract enables the recruitment, training, placing and support of volunteers within the charity. At present approximately 115 volunteers are registered under this programme, including people of all ages and from different ethnic backgrounds. The volunteers work in many of the services provided by the Charity, particularly in the Befriending service, at the Active Age and Day Care centres and supporting the Charity's reception and administration areas. In 2007/8 volunteers contributed in excess of 22,000 hours work to the Charity as a whole, which equated to £162k in terms of equivalent staff costs. In return the Charity offers opportunities for them to gain confidence and work experience and to develop their skills.

Key Achievements:

- 22,000 volunteer hours contributed to the work of the Charity
- Developed plans to set up a volunteer hub to give additional support to volunteers and the Charity

Floating Support

The Floating Support service, funded by the Government via the London Borough of Barking & Dagenham, provides support to frail older people in their homes, enabling them to retain their independence. Support plans are tailored to an individual's needs and preferences, enabling them to access services and achieve their goals, and may include assistance with life skills or helping to improve home security and fire safety. Whilst the capacity of the service is designed to provide support for 100 people at any one time, the total number of beneficiaries receiving assistance can be and usually is much higher than this, up to a maximum of 130 in total. The service works in partnership with the Local Authority, Police and Fire Brigade to ensure that beneficiaries' needs are met. The current contract is due to expire in March 2009.

Key Achievements:

- Achieved the Council's Quality Assurance Framework rating
- Successfully signposted beneficiaries to other services, enabling them to remain independent in their homes

Home from Hospital

The Home from Hospital service, also funded by the Government via the London Borough of Barking & Dagenham, offers practical support to older people when they leave hospital, helping them to settle back into their homes and resume normal daily life as their health and confidence improves. Age Concern Barking & Dagenham works with health and social care providers to ensure a seamless transfer from hospital to home over a maximum period of six weeks. The current contract is due to expire in March 2009.

Key Achievements:

- Over 110 rehabilitated back into their homes
- Successfully secured funding to expand the service and number of beneficiaries in 2008/9

Home Security

Funded by the London Borough of Barking & Dagenham and the Metropolitan Police, this service conducts free home security inspections for older people and installs minor security devices, such as window alarms, memo-minders, spyholes and door chains, where required.

Key Achievements:

- Over 326 homes checked and fitted with devices to improve home security for beneficiaries

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REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2008

ACHIEVEMENTS AND PERFORMANCE – COMMUNITY SERVICES (continued)

Fire Risk Assessment

Funded by the London Fire Brigade, this service offers free fire risk assessments for older people's homes and installs smoke alarms where required.

Key Achievements:

- Over 298 homes assessed for fire risk and fitted with smoke alarms, including hard of hearing, where necessary

NSF Participation Project

Age Concern Barking & Dagenham actively promotes the aims of the Department of Health's National Service Framework for Older People and receives a grant from the Neighbourhood Renewal Fund to co-ordinate projects in the local borough designed to achieve those aims. The Age Direct forum, created in 2004, now has a membership of over 300 and meets regularly to discuss and contribute to the development of policy in relation to Health and Social Care for older people. Some members of the group have also formed focus groups to participate in the development of strategies and services for older people within the borough.

Key Achievements:

- Carried out regular health checks across the borough
- Planned and co-ordinated the Active Life week campaign taking health messages out into the community
- Won the Municipal Journal award under the Partnering with Health Services Achievement of the Year category

ACHIEVEMENTS AND PERFORMANCE – HEALTH RELATED SERVICES

Becontree Allotment Project

This project, which is part funded by the Barking & Dagenham Primary Care Trust, has developed an accessible allotment site and raised-beds for older and disabled people in the borough, to offer them the opportunity to grow their own food and to promote healthy diets and a healthy life style. Project members are given training both in gardening and cooking the fruit and vegetables they have grown and they are given advice and information on healthy eating.

Key Achievements:

- Successfully secured further funding from the primary care Trust for the Allotment Co-ordinator post
- Organised a series of social events and cooking classes, using their home grown produce
- Engaged the local community, including people with disabilities to develop a further two raised beds

Dignity Bags

This project commenced in September 2007, as an Age Concern Barking & Dagenham initiative, producing bags containing essential personal requisites for ill-prepared, elderly hospital in-patients. Barking & Dagenham Primary Care Trust agreed to fund the pilot scheme at Queen's Hospital Romford, which generated almost £3k in income for the Charity. Subsequently the PCT placed an order with the Charity worth £50k for the production of a further 2000 bags that they could use at all hospitals and clinics for which they are responsible.

Key Achievements:

- All hospitals are now supplied with dignity bags on demand
- Over 300 dignity bags have been provided to beneficiaries since project's inception

Unique Care

This service, funded by Barking & Dagenham PCT, was set up in September 2007 to assist twelve local GP practices in a pilot scheme seeking to improve the handling of elderly patients requiring non-medical support that could be better provided by the Charity than by the NHS. The main impact of this service to date has been an increase in the workload of the Befriending and Information & Advice services, the cost of which has also been borne by the PCT. The success of the pilot scheme is expected to result in the PCT expanding it throughout the borough in 2008 and the Charity has submitted a bid to secure the contract for the next twelve months that will enable it to continue working in partnership with the PCT on the development of this service.

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2008

ACHIEVEMENTS AND PERFORMANCE – HEALTH RELATED SERVICES (Continued)

Unique Care (continued)

Key Achievements:

- Successfully secured funding to employ appropriately skilled staff to meet increased demand
- Successfully raised the profile of the Charity's services to health professionals

Health Trainers

This is a three year project with a total budget of £766k, funded by Barking & Dagenham Primary Care Trust, the aim of which is to improve the general health of the local community by promoting healthy lifestyles and encouraging individuals to make positive changes in their lives that will reduce the level of risk to their health and well-being. The project is due to commence operation in summer 2008 but funding was made available in 2007 to commence work on setting up the scheme. The creation of a café serving healthy foods and an activity centre providing exercise and dance classes as well as therapeutic treatments will form a key part of this scheme. Suitable premises have been secured in the Vicarage Field Shopping Centre in Barking. These are now being refurbished in readiness for the commencement of services in the summer.

Key Achievements:

- Successfully recruited seven Health Trainers
- Acquired suitable premises for the health café and activity centre
- Worked with health professionals to develop accredited training modules for the health trainers

ACHIEVEMENTS AND PERFORMANCE – SOCIAL ENTERPRISES

This year has seen a significant expansion in the range of services offered and the number of older people benefiting from the Charity's social enterprise operations. From an organisational point of view these services, three of which were introduced in 2007/8, have now been brought together under the newly created umbrella of the Homecare service. They include the already existing toenail cutting service, familiarly known as "Clip-It", and gardening service, to which has now been added two services offering assistance with housework and shopping and, most recently, a personal care/assisted bathing service.

The toenail cutting service grew strongly in 2007/8, increasing annual turnover by 43% from £33k in 2007 to £47k in 2008. The gardening service increased its annual turnover almost fourfold from £5k to £19k and the housework and shopping services, both of which were introduced in September 2008, saw a rapid growth in demand towards the end of the year which augers well for the future. The total income generated by the social enterprise services in the year was £79k.

Key Achievements:

- Turnover increased by 43% in the Clip-It service
- Turnover quadrupled in the gardening service
- Rapid growth in demand for the service
- Successfully merged the assisted bathing service into the personal care element of the Homecare service, offering people choice and continued independence

FINANCIAL REVIEW

The financial statements cover the consolidated activities of Age Concern Barking & Dagenham for the year ended 31 March 2008. The subsidiary trading company Age Concern Barking & Dagenham Trading Limited normally donates its taxable profits to the Charity, as described in the notes to the accounts.

Incoming resources for the year amounted to £2.46m (2007: £2.37m), while total expenditure for the same period was £2.39m (2007: £2.23m), resulting in an operational surplus of £68k (2007: £137k). However, this surplus was generated wholly within restricted and endowment funds and there was a small deficit of £2k this year in unrestricted funds.

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REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2008

FINANCIAL REVIEW (Continued)

This year, for the first time, the accounts have been prepared in accordance with the Accounting Standards Board's Financial Reporting Standard no.17 on Retirement Benefits, consolidating the assets and liabilities of the London Borough of Barking & Dagenham Local Government Pension Scheme that are appropriate to the Charity, as assessed by the Scheme's actuaries, Hymans Robertson LLP, at the triennial review on 31 March 2007 and at the end of the current financial year, 31 March 2008. The value of the Charity's net assets at 31 March 2007 has, consequently, been restated to include the net pension scheme liability of £838k. This reduced the net asset value and total funds held by the Charity at that date from £1.28m to £0.44m. Increased employer's contributions to the pension scheme and an actuarial gain of £234k in the value of the pension scheme liabilities during the year resulted in a reduction of the liability to £522k by 31 March 2008.

After consolidation of the movement in the pension scheme liability and having recognised the £46k loss in the market value of financial investments this year, the net asset value and total funds held by the Charity increased by £256k from £443k at 31 March 2007 to £699k at 31 March 2008.

Funding

The Charity receives funding from a number of sources, including substantial service contracts from the London Borough of Barking and Dagenham (LBBD) and from the Barking & Dagenham Primary Care Trust. A total of £1.37m was received this year in contract funding from LBBD, including £691k for the provision of the Day Care service for physically and mentally frail older people, £373k for core activities, the management of volunteers and other services, including Information & Advice, Befriending and Assisted Bathing, £243k for the Floating Support and Home from Hospital services and £183k for transport services. £64k was received under a consortium contract arrangement for the provision of care to older people with dementia (Memory Lane) and a further £30k from the Neighbourhood Renewal Fund for the coordination of Age Direct activities, giving older people in the local community greater involvement in the development of government policy relating to Health and Social Care for older people.

A total of £167k was received from Barking & Dagenham Primary Care Trust in grants and contract funding for projects undertaken during the year, including £113k for setting up a Health Trainers project with a minimum 3-year life and with the aim of improving health standards and the quality of life of people in the local community.

Several of the LBBD service contracts were due to expire at the end of March 2008, including the Day Care, Information & Advice, Befriending, Assisted Bathing, the Transport Services and Memory Lane contracts, as were grants funding the charity's core activities, the management of volunteers and the coordination of Age Direct. However, agreement was reached with the Local Authority to extend funding of the Memory Lane service until September 2008, the Information & Advice service until October 2008, the Befriending service and the management of volunteers until March 2009 and the Day Care service until March 2010. The Assisted Bathing and Transport services have now ceased and funding of the charity's core activities will be phased out over the next three years. The current contract for the Floating Support and Home from Hospital services commenced in April 2006 and will continue until March 2009. The Charity is actively seeking new funding to enable the Age Direct forum to continue for the foreseeable future.

Funding has also been received from the Metropolitan Police for the installation of home security devices, from the London Fire Brigade for the installation of fire and smoke detection devices, and from British Gas, in partnership with Help the Aged, for the Benefits Advice service.

The Daisy Chain Appeal, established to help sustain the development of the Active Age Service, received a further £300 from fundraising and donations, net of expenses, during the year. The Charity also received £16k in donations from community organisations and from individual supporters.

Reserves Policy

The Trustees have an agreed policy on Financial Reserves, full details of which are available in the Charity's Reserves Policy document. This states that reserves equivalent to three months running costs, £597k on current figures, should be maintained in unrestricted funds to represent the risks that the Charity is exposed to in terms of contractual obligations, planned developments and project uncertainties, in particular with regard to future building leases/rents and the Active Age service. The reserves are monitored quarterly and are reviewed in line with investments. The impact of the pension fund liability on the level of unrestricted funds held in reserve has caused some concern and will be monitored very closely throughout the coming year. It has been agreed with the pension fund administrators that the deficit will be made good over the next five years, by means of annual payments over and above the regular monthly contributions made by the charity in respect of the current service costs of its employees who are members of the pension scheme.

FINANCIAL REVIEW (continued)

Designated Funds

At 31 March 2008 the balance of unrestricted funds, before excluding the pension fund liability reserve, stood at £914,503. Of this the Trustees have designated £421,695 for the following use:-

£ 10,000	for the management of buildings owned by the Local Authority and occupied by the charity on a quasi-leasehold basis;
£ 93,482	to meet the remaining cost of a job evaluation exercise commenced in 2007;
£107,000	to support the running of the Active Age centres;
£ 13,213	in the Daisy Chain Appeal to support the development of the Active Age service;
£ 85,000	to support the running of the new Homecare services;
£ 40,000	to fund the Income Generation Manager post established in March 2008;
£ 15,000	to fund new initiatives to generate income from the charity's transport fleet;
£ 8,000	to fund new marketing and PR initiatives;
£ 50,000	to support the operation of the health café and activity centre at Vicarage Field Shopping Centre, in Barking.

With the exception of funds raised via the Daisy Chain Appeal, which may be used over more than one year for the development of the Active Age service, the Trustees anticipate spending all designated funds within the financial year ending 31st March 2009.

Investment Policy

It is the policy of the Trustees to invest surplus funds in suitable managed funds, government or corporate bonds and cash accounts to maximise the return on the investment without incurring undue risk. Investments are made on a long term basis but are reviewed regularly. The turbulence in the financial markets this year has had an adverse effect on the value of the current investments but, with the exception of the closure of a high-interest business reserve account at the Northern Rock Building Society, no other changes have been made to the charity's investment portfolio. The total value of the charity's investments in Common Investment Funds fell by 5% from £495k in March 2007 to £470k in March 2008. The Avenue Trust endowment fund, which is invested in M & G Dividend Fund Income Units, fell by 17% in value from £83k in March 2007 to £69k in March 2008. The dividends received on this investment this year amounted to £3,374.

FUTURE PLANS

- To recruit specialist staff to bring expertise in-house offering support to staff and managers;
- To take forward recommendations from the job evaluation study;
- To monitor and review the rolling out of the new appraisal system as it completes its yearly cycle;
- To continue to review and update the strategic plan engaging staff and trustees to work together on action plans at quarterly strategic planning mornings;
- To retain our Investors in People, Quality Counts and CSCI awards and gain accreditation status with ISO 9001 and environment 1400 by continually reviewing our systems and processes to provide evidence of performance and quality of services;
- To further streamline the Active Age service to improve cost effectiveness and ensure future sustainability of the service and to develop a new model to attract the younger element of older people;
- To develop new day care and dementia models to secure a range of contracts as well as attract individual budgetholders;
- To establish a new transport social enterprise service;
- To obtain a high street shop premises and push forward plans to expand our trading activities and social enterprise businesses;
- To further expand the Homecare service to provide a wide range of flexible innovative services to beneficiaries;
- To continue to look for suitable premises in the borough for services and staff;

AGE CONCERN BARKING AND DAGENHAM

REPORT OF THE TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2008

MEMBERS OF THE TRUSTEE BOARD

Members of the Trustee Board are Directors for the purpose of company law and Trustees for the purpose of charity law. Those that served during the year and up to the date of the report are as follows:-

Douglas Waters	(Chairman to 16 November 2007)
Brian Devlin	(Vice-Chairman to 16 November 2007; (elected Chairman 16 November 2007)
Keith Chapman	(retired as Director and Treasurer 16 November 2007)
Douglas Beardon	(elected as Director and Treasurer 16 November 2007)
Thomas Awoleye	(elected 16 November 2007)
Susan Fairman	
Elizabeth Geary	(elected 16 November 2007)
Dennis Riley	
Abdus Salam	(elected 16 November 2007)

Members of the charitable company guarantee to contribute an amount of £1 to the assets of the charitable company in the event of winding up.

AUDITORS

Messrs haysmacintyre offer themselves for re-appointment as the Charity's auditors; a resolution to that effect will be submitted at the Annual General Meeting.

STATEMENT OF DIRECTORS' RESPONSIBILITIES

Company law requires the Trustees to prepare financial statements for each financial period, which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable account standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business;

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements 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 other irregularities.

In determining how amounts are presented within items in the statement of financial activities and balance sheet, the trustees have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

So far as each of the trustees is aware at the time the report is approved: there is no relevant audit information of which the company's auditors are unaware, and the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Date.....2008

Registered Office:-

White House
884 Green Lane
Dagenham
RM8 1BX

By Order of the Board



Claire Ramm
Secretary

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF

AGE CONCERN BARKING AND DAGENHAM

We have audited the financial statements of Age Concern Barking and Dagenham for the year ended 31 March 2008 which comprise the Consolidated Statement of Financial Activities, the Charity and Group Balance Sheet, and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charitable company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's 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 the charitable company's members 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 in the Statement of Trustees' Responsibilities the charity's trustees are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The Trustees are also directors of Age Concern Barking and Dagenham for the purposes of company law.

Our responsibility is to audit the financial statements 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 financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985 and whether the Trustees' Report is consistent with the financial statements. We also report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and other transactions is not disclosed.

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

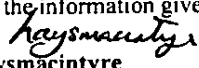
We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the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

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 financial statements 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 financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the charitable company's and group's affairs as at 31 March 2008 and of its incoming resources and application of resources in the year then ended, including its income and expenditure;
- the financial statements have been properly prepared in accordance with the Companies Act 1985; and
- the information given in the Trustees' report is consistent with the financial statements.


haysmacintyre
Registered Auditors

Fairfax House
15 Fulwood Place
London
WC1V 6AY

..... 2008

AGE CONCERN BARKING & DAGENHAM

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2008

	Notes	Restricted £	Endowment Fund £	Unrestricted £	2008 Total £	2007 Total £
Incoming Resources						
Incoming resources from generated funds:-	2					
Voluntary income		3,576	-	362,940	366,516	359,944
Activities to generate funds:-						
Fundraising events		-	-	7,850	7,850	9,320
Trading Company income	13	-	-	193,033	193,033	186,922
Investment income		2,041	3,374	41,142	46,557	51,244
Incoming resources from charitable activities:-	3					
Day centre activities, outings, events		192,434	-	-	192,434	229,839
Social enterprise income		-	-	78,979	78,979	37,870
Grants and contractual payments		117,616	-	1,441,357	1,558,973	1,483,188
Letting of non-investment property		-	-	12,253	12,253	12,706
Total Incoming Resources		315,667	3,374	2,137,554	2,456,595	2,371,033
Resources Expended						
Cost of generating funds:-						
Voluntary income		-	-	-	-	-
Fundraising trading						
Fundraising events		-	-	1,533	1,533	164
Trading Company expenditure	13	-	-	193,529	193,529	186,606
Charitable activities:-						
Day centre activities, outings, events		207,031	-	-	207,031	222,890
Social enterprise expenditure		-	-	194,369	194,369	79,131
Community services		14,206	-	443,635	457,841	443,445
Health Services		25,457	-	8,785	34,242	-
Active Age Development		-	-	22,675	22,675	22,418
Active Age service		-	-	285,339	285,339	262,203
Day Care service		-	-	895,073	895,073	908,155
Grantmaking Expenditure		1,445	-	-	1,445	2,000
Governance Costs	5	-	-	95,032	95,032	107,101
Total Resources Expended	4	248,139	-	2,139,970	2,388,109	2,234,113
Net Incoming Resources before transfers	6	67,528	3,374	(2,416)	68,486	136,920
Transfers		3,374	(3,374)	-	-	-
Net Incoming Resources before other recognised gains and losses		70,902	-	(2,416)	68,486	136,920
Other Recognised Gains and Losses:-						
FRS17 Actuarial Gain/(Loss) on Pension Fund	16	-	-	234,000	234,000	-
Gains/(Losses) on Investment Assets	9	-	(14,074)	(32,353)	(46,427)	208
Net Movement in Funds		70,902	(14,074)	199,231	256,059	137,128
Reconciliation of Funds						
Total funds brought forward at 1 April	14	166,221	83,040	193,272	442,533	1,143,405
Total funds carried forward at 31 March		237,123	68,966	392,503	698,592	1,280,533

The notes on pages 18 to 29 form part of these financial statements.

AGE CONCERN BARKING & DAGENHAM


CONSOLIDATED AND CHARITY BALANCE SHEETS

FOR THE YEAR ENDED 31 MARCH 2008

		The Group		The Charity	
	Notes	2008 £	2007 £	2008 £	2007 £
Fixed Assets					
Tangible Assets	8	43,755	67,224	43,755	67,224
Investments	9	539,655	978,430	539,655	978,430
		<u>583,410</u>	<u>1,045,654</u>	<u>583,410</u>	<u>1,045,654</u>
Current Assets					
Debtors and prepayments	10	227,504	157,794	217,532	154,067
Cash at bank and in hand		749,434	199,898	728,029	158,366
		<u>976,938</u>	<u>357,692</u>	<u>945,561</u>	<u>312,433</u>
Current Liabilities					
Creditors: amounts falling due within one year	11	(339,756)	(122,813)	(312,883)	(82,554)
Net Current Assets		<u>637,182</u>	<u>234,879</u>	<u>632,678</u>	<u>229,879</u>
Net Assets excluding pension liability		1,220,592	1,280,533	1,216,088	1,275,533
Pension Scheme Liability	16	(522,000)	(838,000)	(522,000)	(838,000)
Net Assets including pension liability	12	<u>698,592</u>	<u>442,533</u>	<u>694,088</u>	<u>437,533</u>
Funds					
Unrestricted Funds:					
- Designated Funds		421,695	393,829	421,695	393,829
- General Fund (excluding pension scheme liability)		492,808	637,443	488,304	632,443
- Pension Reserve		(522,000)	(838,000)	(522,000)	(838,000)
- Total Unrestricted Funds		<u>392,503</u>	<u>193,272</u>	<u>387,999</u>	<u>188,272</u>
Restricted Funds		237,123	166,221	237,123	166,221
Endowment Funds		68,966	83,040	68,966	83,040
Total Funds	14	<u>698,592</u>	<u>442,533</u>	<u>694,088</u>	<u>437,533</u>

Approved by the board on 2008


B Devlin
Chairman


D Beardon
Honorary Treasurer

The notes on pages 18 to 29 form part of these financial statements.

AGE CONCERN BARKING & DAGENHAM
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2008

1 ACCOUNTING POLICIES

Basis of Preparation of Financial Statements

The financial statements are prepared under the historical cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in March 2005.

The statement of financial activities (SOFA) and balance sheet consolidate the financial statements of the charity and its subsidiary undertaking.

The charity has availed itself of Paragraph 3(3) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities. No separate SOFA has been presented for the charity alone as permitted by Section 408 of the Companies Act 2006 and paragraph 397 of the SORP.

Turnover

Represents incoming resources as detailed in the statement of financial activities on page 14 and is derived from continuing activities.

Incoming Resources

All incoming resources are recognised on an accruals basis except for donations and fund raising which are accounted for in the year in which they are received. Grants are recognized when the charity is entitled to the money and contractual payments are recognized in accordance with the terms and conditions of the agreements.

Investments

The investments are included in the financial statements at market value less provision for permanent diminution where in the opinion of the directors the diminution is considered to be permanent.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost, less their estimated residual value, over their expected useful life as follows:-

Equipment and furniture	33 ⅓% per annum on cost
Leasehold improvements	25% per annum on cost
Vehicles	20% per annum on cost

Cash flow statement

The directors have taken advantage of the exemptions available under Financial Reporting Standard No. 1 not to prepare a cash flow statement.

Pension costs

The pension costs, assets and liabilities of the company are accounted for in accordance with Financial Reporting Standard No. 17. The charity participates in a multi-employer defined benefits scheme. Contributions are charged to the SOFA as they become payable. The surplus or deficit of the scheme is recognised on the balance sheet. Changes in the assets and liabilities of the scheme in the year are disclosed and allocated as follows:-

Changes relating to current or past service costs and gains and losses on settlements and curtailments, and pension finance costs arising from changes in the net of interest costs and expected return on assets are allocated to the relevant activity heading based on staff costs of employees within the scheme.

Pension finance income arising from similar changes is recognised as an incoming resource.

Actuarial gains and losses are recognised in the SOFA.

The pension scheme actuaries were unable to provide information on the opening balance of the pension fund liability as at 31 March 2006 and the breakdown of the information referred to in the first two points above for the year ending 31 March 2007, without significant costs to the Charity. The difference between the amounts charged to the SOFA for the year ended 31 March 2007 and the likely restated charges under FRS17 were not considered to be material and would not have affected the year end position as disclosed in these accounts in either year. The Trustees consider the current disclosures sufficient for reporting purposes.

The assets, liabilities and movements in the surplus or deficit of the scheme are calculated by independent qualified actuaries as an update to the latest full actuarial valuation. Details of the scheme assets and liabilities and major assumptions made by the actuaries are shown in Note 16.

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

1 ACCOUNTING POLICIES (cont.)

Rentals

Rental paid where substantially all the benefits and risks of ownership remain with the owner are charged to the profit and loss account as incurred.

Resources expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Support Costs

Management support costs have been allocated to the relevant activities of the charity, in accordance with the SORP. Where costs can not be attributed directly to a specific activity they have been apportioned pro rata to activity staff costs or total activity expenditure as appropriate.

Restricted funds

Funds received for specific purposes are held until expended for the relevant purposes.

Designated funds

These funds are applied at the discretion of the trustees.

Company status

The charity is a company limited by guarantee. The members of the company are the trustees named on page 11. In the event of the charity being wound up, the liability, in respect of the guarantee, is limited to £1 per member of the charity.

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

2. INCOMING RESOURCES FROM GENERATED FUNDS

	Restricted £	Endowment Fund £	Unrestricted £	2008 Total £	2007 Total £
Voluntary income:					
- Daisy Chain Appeal donations	-	-	80	80	277
- Other donations and legacies	811	-	14,876	15,687	5,083
- Grants	-	-	257,282	257,282	251,007
- Day Centre membership subscriptions	2,765	-	90,702	93,467	92,488
- Gifts in kind	-	-	-	-	11,089
	<u>3,576</u>	<u>-</u>	<u>362,940</u>	<u>366,516</u>	<u>359,944</u>
Activities for generating funds:					
- Daisy Chain Appeal events	-	-	209	209	1,868
- Other events	-	-	1,292	1,292	3,423
- Transport hire income	-	-	6,349	6,349	4,029
- Gross trading company income	-	-	193,033	193,033	186,922
	<u>-</u>	<u>-</u>	<u>200,883</u>	<u>200,883</u>	<u>196,242</u>
Investment income	<u>2,041</u>	<u>3,374</u>	<u>41,142</u>	<u>46,557</u>	<u>51,244</u>
TOTAL	<u><u>5,617</u></u>	<u><u>3,374</u></u>	<u><u>604,965</u></u>	<u><u>613,956</u></u>	<u><u>607,430</u></u>

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Restricted £	Unrestricted £	2008 Total £	2007 Total £
Day Centre activities, outings ,events:				
- Active Age centres	115,643	-	115,643	123,298
- Day Care centres	76,791	-	76,791	106,541
	<u>192,434</u>	<u>-</u>	<u>192,434</u>	<u>229,839</u>
Social Enterprises services:				
- Homecare				
Toenail cutting	-	47,109	47,109	32,775
Domestic, gardening, personal care services	-	26,278	26,278	-
- DIY & Gardening (pre-Homecare)	-	5,592	5,592	5,095
	<u>-</u>	<u>78,979</u>	<u>78,979</u>	<u>37,870</u>
Grants for Charitable Activities:				
- London Borough of Barking & Dagenham	-	1,368,702	1,368,702	1,403,361
- Barking & Dagenham PCT	117,616	49,380	166,996	-
- Department of Work & Pensions	-	-	-	41,250
- Bridge House Trust	-	-	-	16,500
- Help the Aged/British Gas	-	10,000	10,000	8,333
- Metropolitan Police	-	2,000	2,000	5,000
- London Fire Brigade	-	11,275	11,275	8,744
	<u>117,616</u>	<u>1,441,357</u>	<u>1,558,973</u>	<u>1,483,188</u>
Letting of non-investment property	<u>-</u>	<u>12,253</u>	<u>12,253</u>	<u>12,706</u>
TOTAL	<u><u>310,050</u></u>	<u><u>1,532,589</u></u>	<u><u>1,842,639</u></u>	<u><u>1,763,603</u></u>

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

4. TOTAL RESOURCES EXPENDED

	Direct Costs	Support Costs	2008 Total	2007 Total
	£	£	£	£
Generation of Funds	185,726	9,336	195,062	186,770
Day Centre Activities	207,031	-	207,031	222,890
Social Enterprise	170,586	23,783	194,369	79,131
Community Services	367,599	90,242	457,841	443,445
Health Services	27,937	6,305	34,242	-
Active Age Development	18,187	4,488	22,675	22,418
Active Age Service	244,886	40,453	285,339	262,203
Day Care Service	738,362	156,711	895,073	908,155
Grantmaking	1,445	-	1,445	2,000
Governance	31,079	63,953	95,032	107,101
Total Expenditure	1,992,838	395,271	2,388,109	2,234,113

Analysis of support costs:-

	2008	2007
	£	£
Management	173,731	173,361
Human Resources	18,579	7,341
Finance	88,393	79,907
Accommodation & equipment	21,397	24,425
Office	59,657	42,150
Miscellaneous	33,514	14,142
Total	395,271	341,326

Support costs are allocated pro rata to activity staff costs or total activity costs, as appropriate.

5 CHARITY GOVERNANCE COSTS

	2008	2007
	£	£
AGM & Annual Report	3,711	2,739
Auditors services	8,460	8,049
Other accountancy fees	11,800	11,729
Management consultancy	-	5,059
Legal fees	-	-
Trustees Indemnity Insurance	1,165	1,313
Trustees reimbursed expenses	1,222	123
Trustees recruitment	84	-
Strategic management & planning	46,959	61,760
Indirect costs supporting governance activities	21,631	16,329
Total Governance Costs	95,032	107,101

The trustees did not receive any remuneration during the year, but nine (2007: two) were reimbursed a total amount of £1222 (2007: £123) for travel and training expenses incurred on behalf of the company.

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

6 NET INCOMING RESOURCES FOR THE YEAR

This is stated after charging	2008	2007
	£	£
Depreciation	23,469	27,958
Auditors:		
Remuneration	10,105	9,576
Other Services	676	646
Rentals under operating leases:		
Land and buildings	87,672	76,126
Plant and machinery	3,095	2,587

Rent payable in 2008 included £24,786 accrued in prior years (£2007: £12,240).

7 STAFF COSTS AND NUMBERS

	2008	2007
	£	£
Salaries and wages	1,354,793	1,304,033
Social Security costs	71,834	84,665
Pension costs (see note 16)	109,415	84,135
	<u>1,536,042</u>	<u>1,472,833</u>

This is allocated as follows:-

	£	£
Age Concern Barking & Dagenham	1,501,987	1,441,037
Age Concern Barking & Dagenham Trading Ltd.	34,055	31,796
	<u>1,536,042</u>	<u>1,472,833</u>

The average number of staff employed by the charity during the year was as follows:-

	2008	2007
Generation of Funds (inc. Trading Company)	2.4	2.5
Community Services	27.3	30.0
Health Services	1.2	-
Social Enterprises	14.2	7.5
Active Age Centres	19.2	21.0
Day Care Centres	51.6	51.0
Governance	1.9	2.0
	<u>117.8</u>	<u>114.0</u>

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

8 TANGIBLE FIXED ASSETS - GROUP AND CHARITY

	Leasehold Improvements £	Equipment & Furniture £	Centre Equipment £	Motor Vehicles £	Total £
COST					
At 1 April 2007	16,192	25,931	20,642	118,562	181,327
Additions	-	-	-	-	-
At 31 March 2008	<u>16,192</u>	<u>25,931</u>	<u>20,642</u>	<u>118,562</u>	<u>181,327</u>
DEPRECIATION					
At 1 April 2007	16,192	25,931	20,642	51,338	114,103
Charge for the year	-	-	-	23,469	23,469
At 31 March 2008	<u>16,192</u>	<u>25,931</u>	<u>20,642</u>	<u>74,807</u>	<u>137,572</u>
NET BOOK VALUE					
At 1 April 2007	-	-	-	67,224	67,224
At 31 March 2008	<u>-</u>	<u>-</u>	<u>-</u>	<u>43,755</u>	<u>43,755</u>

9 FIXED ASSET INVESTMENTS

	MV at 1 Apr 2007 £	Acquisitions at cost £	Disposals at cost £	Net gain/(loss) on revaluation £	MV at 31 Mar 2008 £
M&G Dividend Fund	83,040	-	-	(14,074)	68,966
CAF Bond Income Fund	192,543	-	-	(2,843)	189,700
J P Morgan UK Equity Fund	202,847	6,087	-	(33,843)	175,091
Aberdeen Global Equity Fund	100,000	1,565	-	4,333	105,898
Northern Rock	400,000	-	(400,000)	-	-
Total Holdings 2008	<u>978,430</u>	<u>7,652</u>	<u>(400,000)</u>	<u>(46,427)</u>	<u>539,655</u>
Total Holdings 2007	<u>826,832</u>	<u>1,251,390</u>	<u>(1,100,000)</u>	<u>208</u>	<u>978,430</u>

10 DEBTORS

	The Group		The Charity	
	2008 £	2007 £	2008 £	2007 £
Trade Debtors	2,754	42	-	-
Amounts due from subsidiaries	-	-	1,530	9,516
Other debtors	183,543	138,128	183,115	138,128
Prepayments	<u>41,207</u>	<u>19,624</u>	<u>32,887</u>	<u>6,423</u>
	<u>227,504</u>	<u>157,794</u>	<u>217,532</u>	<u>154,067</u>

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

11 CREDITORS

	The Group		The Charity	
	2008	2007	2008	2007
	£	£	£	£
Trade Creditors	24,537	34,304	-	-
Other Creditors	210,146	38,733	210,146	38,733
Accruals	105,073	49,776	102,737	43,821
	<u>339,756</u>	<u>122,813</u>	<u>312,883</u>	<u>82,554</u>

12 ANALYSIS OF GROUP NET ASSETS BETWEEN FUNDS

	Restricted Funds	Endowment Funds	Unrestricted Funds	Total Funds
	£	£	£	£
Tangible Fixed Assets	-	-	43,755	43,755
Investments	-	68,966	470,689	539,655
Current Assets	238,510	-	738,428	976,938
Creditors payable within one year	(1,387)	-	(338,369)	(339,756)
Net Assets (excluding Pension Scheme liability) at 31 March 2008	<u>237,123</u>	<u>68,966</u>	<u>914,503</u>	<u>1,220,592</u>
Pension Scheme liability:				
- payable within one year	-	-	106,000	106,000
- payable after more than one year	-	-	416,000	416,000
Total Net Assets at 31 March 2008	<u>237,123</u>	<u>68,966</u>	<u>392,503</u>	<u>698,592</u>

13 SUBSIDIARY UNDERTAKINGS

The charity is the beneficial owner of Age Concern Barking & Dagenham Trading Limited, a company registered in England. Four shares (2007: two) are held by the directors of Age Concern Barking & Dagenham Trading Limited in trust for the parent undertaking. The directors consider Age Concern Barking & Dagenham to be the ultimate holding company and all profits of the trading company are normally donated to Age Concern Barking & Dagenham. All activities have been consolidated on a line by line basis on the SOFA.

A summary of the results of the subsidiary is shown below.

	2008	2007
	£	£
TURNOVER	187,772	186,449
Cost of sales	<u>(140,333)</u>	<u>(146,957)</u>
GROSS PROFIT	47,439	39,492
Administrative expenses	<u>(53,196)</u>	<u>(39,649)</u>
OPERATING PROFIT	(5,757)	(157)
Other Income	5,261	473
PROFIT ON ORDINARY ACTIVITIES BEFORE DONATION	<u>(496)</u>	<u>316</u>
Assets	32,911	54,777
Liabilities	<u>(28,403)</u>	<u>(49,775)</u>
SHAREHOLDER'S FUNDS	<u>4,508</u>	<u>5,002</u>

AGE CONCERN BARKING & DAGENHAM
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2008

14 MOVEMENT IN FUNDS

	At 1 April 2007 £	Incoming Resources £	Outgoing Resources £	Transfers £	Other Gains/Losses £	At 31 March 2008 £
Restricted Funds						
Active Age Centres:						
- Seabrook	4,108	8,611	(8,459)			4,260
- Chadwell Heath	5,887	13,067	(14,106)			4,848
- Manor	10,145	16,566	(13,771)			12,940
- Park	4,303	11,727	(12,132)			3,898
- Rush Green	819	9,523	(10,068)			274
- Thames View	3,865	11,650	(8,978)			6,537
- Wantz	3,601	20,757	(18,789)			5,569
- Westbury	1,807	23,741	(23,698)			1,850
- Ethnic Minority Groups	47	-	-			47
Day Care Centres:						
- Fanshawe	16,220	25,073	(33,443)	999		8,849
- Galleon	16,091	16,561	(29,385)	15,315		18,582
- Wantz	1,341	7,606	(7,948)	(999)		-
- Upney Lane	12,997	14,586	(12,268)	(15,315)		-
- Fred Tibble Court	3,368	10,307	(8,944)			4,731
Memory Lane	1,564	5,424	(5,042)			1,946
Advocacy Service	14,206	-	(14,206)			-
Heartsafe Campaign	-	5,000	(5,000)			-
Health Trainers	-	112,616	(20,201)			92,415
Becontree Heath Allotments	256	811	(256)			811
Emergency Equipment Fund	762	-	-			762
Avenue Trust Income Fund	64,834	2,041	(1,445)	3,374		68,804
Total Restricted Funds	166,221	315,667	(248,139)	3,374	-	237,123
Endowment Funds						
Avenue Trust Fund	83,040	3,374	-	(3,374)	(14,074)	68,966
Total Endowment Funds	83,040	3,374	-	(3,374)	(14,074)	68,966
Unrestricted Funds						
Designated Funds						
Property Management	15,000	12,253	(22,675)	5,422		10,000
Job Evaluation	100,000	-	(6,518)	-		93,482
Active Age Centres	115,000	101,434	(285,281)	175,847		107,000
Allotment Coordinator	4,205	-	(4,205)	-		-
Daisy Chain Appeal	12,924	289	-	-		13,213
Homecare Development	86,700	26,278	(101,401)	73,423		85,000
Trading Manager	30,000	-	(28,922)	(1,078)		-
Income Generation	30,000	-	(2,371)	12,371		40,000
Transport Service	-	-	-	15,000		15,000
Marketing/PR	-	-	-	8,000		8,000
Health Café	-	-	-	50,000		50,000
Total Designated Funds	393,829	140,254	(451,373)	338,985	-	421,695
General Funds	637,443	1,997,300	(1,561,597)	(547,985)	(32,353)	492,808
Pension Reserve	(838,000)	-	(127,000)	209,000	234,000	(522,000)
Total Unrestricted Funds	193,272	2,137,554	(2,139,970)	-	201,647	392,503
Total Funds	442,533	2,456,595	(2,388,109)	-	187,573	698,592

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

14 MOVEMENT IN FUNDS (continued)

Total Funds at 31 March / 1 April 2007

Total funds reported as at 31 March 2007 in the previous year's accounts have been restated this year, in accordance with Financial Reporting Standard FRS17, to include the pension scheme deficit liability as at that date (see note 16). As data relating to the movement in the company's share of the pension scheme deficit during the year ending 31 March 2007 has not been obtainable, it has been assumed, for the purpose of showing comparable year on year figures for the movement in Total Funds reported in the Consolidated Statement of Financial Activities (see page 14), that there was no difference between the liability at the beginning of the year (1 April 2006) and the end of the year (31 March 2007).

	Total Funds brought forward as at 1 April 2006 £	Total Funds carried forward as at 31 March 2007 £
As reported in the previous year's annual report & accounts (year ending 31 March 2007)	1,143,405	1,280,533
Less:		
- Pension Scheme deficit liability as at 31 March 2007	838,000	838,000
Restated figures, as reported in the current year annual report & accounts.	<u>305,405</u>	<u>442,533</u>

Restricted funds

Active Age centre funds are those raised by members of the centres for their outings, activities and functions. Operational funds for this service are included in designated funds. The service continues at all the named centres except Seabrook, which closed in March 2008.

Day Care centre funds are those raised by members of the centres for their outings, activities and functions. Operational funds for this service are included in unrestricted funds.

Memory Lane is a service to support older people with dementia and their carers, run in partnership with Carers of Barking. The restricted funds are those raised by members of the centre for their own use or donated by Carers of Barking to fund the cost of meals. Operational funds for this service are included in unrestricted funds.

The Advocacy Service was a two year project, funded by the Government (Department for Work & Pensions), which ceased in June 2007. Its aim was to increase awareness amongst older people of State benefits to which they were entitled and to improve the rate of take-up of those benefits, particularly amongst hard-to-reach groups. It also offered help to vulnerable and isolated older people in need of a professional advocate to assist them in resolving their problems.

The Heartsafe Campaign was run in partnership with the Barking & Dagenham Primary Care Trust as part of Active Life Week in June 2007. Its aim was to increase awareness amongst the public of the potential risk to their health according to the type of lifestyle they follow.

Health Trainers is a three year project, funded by Barking & Dagenham Primary Care Trust, the aim of which is to improve the general health of the local community by promoting healthy lifestyles and encouraging individuals to make positive changes in their lives that will reduce the level of risk to their health and well-being.

The Becontree Heath Allotments project is being undertaken in partnership with a number of voluntary organisations aimed at encouraging exercise and healthy eating through the development of an accessible allotment site. These restricted funds are raised by the project members for their own use on the allotments.

The Emergency Equipment fund was set up in partnership with the Lions Club of Barking to provide older people with heating, lighting or cooking facilities, on a temporary basis, as a means of support while resolving their problems.

The Avenue Trust Income Fund, consisting of income generated by the Avenue Trust Fund (see below), is used to alleviate hardship and assist older people in Dagenham.

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

14 MOVEMENT IN FUNDS (continued)

Endowment Funds

The Avenue Trust Fund, previously managed by Barking and Dagenham Old People's Welfare Association and now managed by Age Concern Barking & Dagenham, was set up to alleviate hardship and to assist older people in Dagenham. The fund is represented by fixed asset investments. Income generated by the investment is not subject to the same restriction that applies to the original fund, though it is still restricted in the use to which it can be put, and is transferred to restricted funds (see above) to be used in accordance with the Trust Fund's objectives.

Designated Funds

The property management fund represents provision made for the cost of managing buildings that may be acquired under leasehold from the local authority.

The job evaluation fund represents provision made for the cost of evaluating all posts on the company's establishment and the possible consequential changes to grading and remuneration levels. The exercise began in 2007 and is expected to be completed in autumn 2008.

The Active Age Centres fund is a temporary measure to enable the company to maintain the Active Age service while seeking new sources of funding to replace funds previously received from the London Borough of Barking & Dagenham.

The residue of funds set aside by the Trustees in the previous year to support the Becontree Heath Allotments project coordinator were fully utilised. As sufficient funds have now been secured from other sources to fund this post there is no longer a need to draw on the company's reserves.

The Daisy Chain Appeal was set up in 2004 with the aim of raising funds to support the development of the Active Age service.

The Homecare development fund represents provision made to support the development of new social enterprise services in the financial year ending 31st March 2009.

The employment of a Trading Manager, with responsibility for the development of social enterprise services as well as the subsidiary trading company, proved most successful and the post will continue for the foreseeable future. It is anticipated that costs in future years will be met from income generated by the services themselves.

Funds set aside for other new developments include the provision of £40,000 to increase the effective of the charity in sourcing funds; £15,000 to develop a new community transport service; £8,000 to improve the promotion of the company and the marketing of its services; and £50,000 to support the development of a health café.

General Funds

The general fund represents the free funds of the group, which are not designated for particular purposes.

Pension Reserve

The pension reserve represents the extent of the company's liability for the deficit in the London Borough of Barking & Dagenham Pension Scheme as calculated by an independent qualified actuary.

15 TRANSFERS

Transfers between funds, shown in the SOFA (see page 16) and in note 14 to the accounts, include:

	£
- Dividends received during the year from endowment investments and transferred to restricted funds to facilitate their use in meeting the conditions applying to the trust fund.	3,374

Movements in the designated funds at the year end represent the assessments of the Trustees, as disclosed in their report (see page 12), of the additional funding or reduction in funding from reserves required to support services and new projects in the ensuing year.

AGE CONCERN BARKING & DAGENHAM

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2008

16 PENSION SCHEME

The company operates a final-salary, defined-benefit occupational pension scheme. The assets of the scheme are held separately from those of the company, within the London Borough of Barking and Dagenham (LBBD) Pension Fund. A full actuarial valuation was carried out at 31 March 2007 and updated to 31 March 2008 by an independent qualified actuary. The LBBD Pension Fund is a multi-employer scheme. However, the disclosures below represent the share of the pension scheme assets and liabilities appropriate to the company, as provided by the actuaries.

The pension cost charge for 2008, representing contributions by the company to the Pension Fund, amounted to £209,415 (2007: £84,135). This included a payment of £100,000 as the first instalment of six annual payments to eliminate the deficit in the Pension Fund attributable to the company. The employer's contribution rate in 2007/08 was 17.5% of eligible pay, compared with 14% in the previous year. Contributions to the Pension Fund outstanding at the year end amounted to £10,692 (2007: Nil).

Net Pension Liability at 31st March

	2008 £'000	2007 £'000
Estimated value of assets	1,960	1,926
Estimated value of liabilities	(2,482)	(2,764)
Net pension asset value	(522)	(838)

Scheme Assets

	Long term return	Charity share of fund value at 31 March	Long term return	Charity share of fund value at 31 March
	2008 % p.a.	2008 £'000	2007 % p.a.	2007 £'000
Equities	7.7	1,497	7.8	1,329
Government Bonds	5.7	424	4.9	347
Corporate Bonds	5.7	36	5.8	212
Other	4.8	3	4.9	38
Total	7.2	1,960	6.9	1,926

Actuarial Assumptions Used

	as at 31 March 2008 % p.a.	as at 31 March 2007 % p.a.
Price increases	3.6	3.2
Salary increases	5.1	4.7
Pension increases	3.6	3.2
Discount rate for pension cost	6.9	5.4

AGE CONCERN BARKING & DAGENHAM
NOTES TO THE FINANCIAL STATEMENTS (continued)
FOR THE YEAR ENDED 31 MARCH 2008

16 PENSION SCHEME (cont.)

Analysis of the movement in the scheme deficit during the year

	2008 £'000
Opening deficit	(838)
Current service cost	(109)
Employer contributions	209
Past service costs	-
Impact of settlements and curtailments	(5)
Other finance income	(13)
Actuarial gains/(losses)	234
Closing deficit in the scheme	<u>(522)</u>

No comparable figures were available for the year ending 31 March 2007

Analysis of amount credited to other finance income

	2008 £'000
Expected return on pension scheme assets	138
Interest on pension scheme liabilities	<u>(151)</u>
Net return on assets	<u>(13)</u>

Analysis of amount recognised in the Consolidated Statement of Financial Activities

	2008 £'000
Actual return less expected return on pension scheme assets	(254)
Experience gains & losses arising from scheme liabilities	(2)
Changes in assumptions underlying the present value of the scheme liabilities	490
Actuarial Gain/(Loss) Recognised	<u>234</u>

17 RENTAL COMMITMENTS

	2008 £	2007 £
Annual commitment rental agreements expiring within one year	<u>87,672</u>	<u>76,126</u>
	2008 £	2007 £
Rental agreements expiring within:		
- one year	-	-
- two to five years	<u>3,095</u>	<u>2,587</u>