

ADVOCACY FOR OLDER PEOPLE IN GREENWICH

Registered Charity 1057221

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31ST MARCH 2011

ADVOCACY FOR OLDER PEOPLE IN GREENWICH
(Registered Charity 1057221)

Annual Report and Financial Statements

for the year ended 31 March 2011

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ADVOCACY FOR OLDER PEOPLE IN GREENWICH
(Registered Charity 1057221)

Trustees' Annual Report for the year ended 31 March 2011

The trustees present their report and the unaudited financial statements for the year ended 31 March 2011

Reference and Administration Information

Principal address: Mycenae House
90 Mycenae Road
London SE3 7SE

Registered charity number: 1057221

The charity is also known as AFOP.

Trustees

Victoria Duncan (Chair to 29.11.10 / Treasurer from 29.11.10)
Ian Dallaway (Chair from 29.11.10)
Keith Reeve (Treasurer to 29.11.10 / resigned as trustee 29.11.10)
Grace Scott
Angela Burr
Harbhajan Singh
Andrea Gillespie (from 29.11.10)
Sharon Brokenshire (from 29.11.10)

Senior officer

Eleanor Gibson (Director)

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Structure, governance and management

The charity is governed by its constitution adopted on 23 July 1996 and as amended by resolutions dated 11 June 1999, 26 September 2001, 2 December 2008 and 12 November 2009.

The Trustees are elected at each Annual General Meeting of the charity. The constitution requires a minimum of 6 members, two of whom are the Chairperson and Treasurer.

Objectives and activities

The Charity is established to relieve elderly persons in Greenwich, particularly, but without prejudice to the generality of the foregoing, by:

1. Providing a citizen advocacy and short term (crisis) advocacy service to vulnerable older people who are resident in the London Borough of Greenwich
2. Promoting the rights of older people, help them overcome discrimination and enable older people to participate in decisions about their future
3. Providing support and information to those suffering isolation and loneliness associated with old age

The Charity undertakes the following activities for the public benefit in relation to the above objectives:

- We provide one to one long term (open ended) and short term (up to 2 years) citizen advocacy to vulnerable and isolated older people aged over 55 and resident in Greenwich who live in their own homes, in sheltered accommodation, in residential care or in hospital.
- We offer support on a wide range of issues, including accessing statutory services, making complaints, getting changes to care packages or adaptations, financial issues and housing problems.
- We recruit, train and support volunteers from the local community and match them in one to one citizen advocacy partnerships with older people.
- We promote the rights of older people by helping them to overcome discrimination, to participate in decisions about their future and to maintain their independence.
- We work with all sections of the community. 26% of our service users are from minority ethnic communities and face added barriers in accessing statutory services or are not eligible for such services. 75% of our service users have disabilities, dementia or mental health problems.

The Charity provides reports on the aims and outcomes of its activities to all its funders, usually on a yearly basis and also compiles statistics on these activities and outcomes for its annual report. These reports show the public benefits of its work in offering free advocacy to older people.

In stating the above, the trustees of the Charity have regard to the guidance issued by the Charity Commission on public benefit.

Achievements and performance

The year started with the launch of the Dementia Advocacy project funded by City Bridge Trust. This exciting project aimed to provide an advocacy service to vulnerable people with dementia in the community or in care homes. A Project Worker was recruited in June 2010 to set up and run this

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project three days a week with support from volunteers and has achieved excellent results. We are particularly pleased with the Reminiscence groups we have run in a number of care homes which have been very well received by both residents and staff.

We also received some funding from Greenwich Borough Council for recruiting, training and supervising volunteers. In the spirit of this project, we were able to develop further our contacts with many local and community groups, including those from black and minority ethnic communities, many members of which attended the training. Some went on to become volunteers and others have helped to publicise our service.

We have continued to develop the other main project -the Big Lottery funded advocacy and drop-in service. The Project Worker has once again achieved great things and has largely exceeded the targets set. We also focused on developing our contacts within the BME community and partnership work. As a result, we have made changes in drop-in venues to make ourselves more accessible.

During the year, we worked closely with several other organisations. We were active in participating in a London Borough of Greenwich group looking at the Transformation of Care (Personalisation) project and the Director became the Older People's Lead for the Black and Minority Forum as well as continuing her role as a member of the Steering group. We also continued to do advocacy work in partnership with Greenwich PCT to provide advocacy to care home residents who were moving from a residential care home that was closing.

We have also been involved in providing advocacy support to a group of residents whose London Borough of Greenwich sheltered schemes were under threat of closure. In this capacity, we attended consultation meetings, met with vulnerable residents and provided an independent view of the proceedings. The decision has now been taken to close these seven schemes and we have been asked by the London Borough of Greenwich Older People's Team to continue to provide independent advocacy to these residents over the next four years.

All of these projects have allowed the organisation to extend the scope of the work and the skills of its staff and to create a growing number of partnerships. Our outreach and publicity campaigns have continued to target community organisations, lunch clubs and other pensioners' groups as well as care homes and sheltered housing complexes. The number of crisis or short term partnerships has continued to increase and there has also been an increase in the numbers of people needing assistance with financial matters.

During 2010 to 2011 there were also some staff changes. The funding for the part-time administrator came to an end so the person in that post left at the end of August. However, in June a new project worker was taken on for three days a week for the Dementia Project. We therefore increased our capacity overall and were able to expand our service into new areas.

The overall number of volunteers has varied over the year, with some long-term volunteers leaving and new ones being recruited. By the end of the year, we had 21 active volunteer advocates and two volunteers helping with administration tasks. We have had a number of changes in the Management Committee and now have a good range of skills and experience.

Future plans and projects

Over the next year, the charity will be seeking a 5-year extension to the Big Lottery funded drop in project, which forms the core of our work, and which is currently only funded until the end of December 2011. We are through the first stage and are hopeful of a positive outcome. Within this project, we are continuing to develop and expand our work in BME communities through building

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closer contacts and partnerships. We are recruiting more volunteers from those communities and over the next year, we will be exploring additional ways to develop partnerships and run joint drop-ins.

We have been fortunate in getting funding from the London Borough of Greenwich and other funders for a Volunteer Project. As a result, we will be greatly expanding our volunteer training and recruitment over the next year and are intending to provide more citizen advocacy and additional trained volunteers for all the projects.

We are also looking for funding to finance a Financial Advocacy project in response to the growing number of requests to us for assistance in this area.

Financial Review

The Charity has a reserves policy of retaining enough funds to cover three months running costs in the event of the organisation winding down and closing and which can also cover any necessary unexpected expenditure. At the moment, the charity holds £20,000 in reserve which is appropriate for the above aims.

The charity had a reasonable year financially with an income of over £95,000 and expenditure was kept within budget. The reserve of £20,000 was maintained and additional savings were made which will help to support the Charity over the next year.

We continue to explore new areas of work and income suitable to our aims and objectives. A review of the organisation's overall strategy to prepare a business and development plan for the next three years is on-going. A risk assessment of financial matters has been included to ensure that the charity is prepared for all possible eventualities.

I would like to take this opportunity to thank all those who have worked so effectively both for and with the organisation. They have enabled older people from across Greenwich to live a fuller, better life and for this deserve our great appreciation.

Ian Dallaway
Chairperson

21 July 2011

ADVOCACY FOR OLDER PEOPLE IN GREENWICH
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INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF ADVOCACY FOR OLDER PEOPLE IN GREENWICH FOR THE YEAR ENDED 31ST MARCH 2011

I report on the unaudited accounts for the year ended 31st March 2011 as set out on pages 6-11.

RESPECTIVE RESPONSIBILITIES OF THE TRUSTEES AND THE INDEPENDENT EXAMINER

As described on page 7, you as the Trustees are responsible for the preparation of the accounts; you consider that the audit requirement of Section 43(2) of the Charities Act 1993 does not apply and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 43(3)(a) of the 1993 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 43(7)(b) of the 1993 Act); and
- to state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An independent examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below:

INDEPENDENT EXAMINER'S STATEMENT

In the course of my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that, in any material respect, the Trustees have not met the requirements to ensure that:
 - (a) proper accounting records are kept in accordance with section 41 of the 1993 Act; and
 - (b) accounts are prepared which agree with the accounting records and comply with the accounting requirements of the 1993 Actor
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

J P TAUNTON
MAAT, ATT

Babbacombe Accounting Services Ltd.
90 Babbacombe Road,
Bromley, Kent
BR1 3LS

21 July 2011

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STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2011

| | Notes | Unrestricted fund | Restricted income funds | 2011 Total | 2010 Total |
|--|----------|----------------------|-------------------------|----------------------|----------------------|
| | | £ | £ | £ | £ |
| Incoming resources: | | | | | |
| Incoming resources from generated funds: | | | | | |
| Voluntary income | | 6,224 | 88,998 | 95,222 | 96,078 |
| Investment income | | <u>68</u> | <u>-</u> | <u>68</u> | <u>106</u> |
| Total incoming resources | 2 | <u>6,292</u> | <u>88,998</u> | <u>95,290</u> | <u>96,184</u> |
| Resources expended: | | | | | |
| Cost of generating funds | | | | | |
| Costs of generating voluntary income | | 4,000 | - | 4,000 | 6,600 |
| Charitable activities | | 5,039 | 89,203 | 94,242 | 87,075 |
| Governance costs | | <u>219</u> | <u>771</u> | <u>990</u> | <u>1,085</u> |
| Total resources expended | 3 | <u>9,258</u> | <u>89,974</u> | <u>99,232</u> | <u>94,760</u> |
| Net (outgoing)/ incoming resources for the year | | (2,966) | (976) | (3,942) | 1,424 |
| Funds brought forward | | <u>31,239</u> | <u>1,609</u> | <u>32,848</u> | <u>31,424</u> |
| Funds carried forward | 9 | <u>28,273</u> | <u>633</u> | <u>28,906</u> | <u>32,848</u> |

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BALANCE SHEET AS AT 31ST MARCH 2011

| | Notes | Unrestricted funds | Restricted income funds | 2011 Total | 2010 Total |
|---------------------------------------|-------|--------------------|-------------------------|----------------|----------------|
| | | £ | £ | £ | £ |
| Fixed assets | | | | | |
| Tangible assets | 6 | - | - | - | 182 |
| Current assets | | | | | |
| Debtors | 7 | 8,097 | - | 8,097 | 6,630 |
| Cash at bank | | <u>21,823</u> | <u>5,050</u> | <u>26,873</u> | <u>27,189</u> |
| | | <u>29,920</u> | <u>5,050</u> | <u>34,970</u> | <u>33,819</u> |
| Creditors: due within one year | 8 | <u>(1,647)</u> | <u>(4,417)</u> | <u>(6,064)</u> | <u>(1,153)</u> |
| Net current assets | | <u>28,273</u> | <u>633</u> | <u>28,906</u> | <u>32,666</u> |
| Net assets | | <u>28,273</u> | <u>633</u> | <u>28,906</u> | <u>32,848</u> |
| Funds of the charity | | | | | |
| Funds carried forward: | | | | | |
| Unrestricted funds | | 8,273 | - | 8,273 | 11,239 |
| Designated funds | | 20,000 | - | 20,000 | 20,000 |
| Restricted income funds | | - | <u>633</u> | <u>633</u> | <u>1,609</u> |
| Total funds | 9 | <u>28,273</u> | <u>633</u> | <u>28,906</u> | <u>32,848</u> |

The Charities Act requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity at the end of the year and of the surplus or deficit for the year then ended.

In preparing these financial statements, the Trustees are required to select suitable accounting policies, as described on page 8 and then apply them on a consistent basis, making judgements and estimates that are prudent and reasonable. The Trustees must also prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity 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 charity and to enable them to ensure that the financial statements comply with the Charities Act 1993. The Trustees are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

These financial statements were approved by the members of the committee on 21 July 2011 and were signed on their behalf by:

V. Duncan
Treasurer

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Notes to the accounts for the year ended 31st March 2011

1. ACCOUNTING POLICIES

Accounting basis:

These accounts have been prepared on the basis of historic cost and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008); the Accounting and Reporting by Charities – Statement of Recommended Practice (SORP 2005); and the Charities Act 1993.

INCOMING RESOURCES

Recognition of incoming resources:

These are included in the Statement of Financial Activities when:

- The charity becomes entitled to the resources;
- The trustees are virtually certain they will receive the resources; and
- The monetary value can be measured with sufficient reliability.

Deferred income:

Where grants are received in advance and specified by the donor as relating to specific accounting periods, these are deferred on an accruals basis to the period to which they relate.

Incoming resources with related expenditure:

Where incoming resources have related expenditure, the incoming resources and related expenditure are reported gross in the Statement of Financial Activities.

Volunteer help:

The value of any voluntary help received is not included in the accounts.

Investment income:

This is included in the accounts when receivable.

EXPENDITURE AND LIABILITIES

Liability recognition:

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to pay out resources.

Governance costs:

Include the costs of preparation and examination of statutory accounts, the costs of the Annual General Meeting and costs of any legal advice to trustees on governance or constitutional matters.

FIXED ASSETS

Tangible fixed assets for use by the charity:

These are capitalised if they can be used for more than one year. They are valued at cost or, if gifted, at the value to the charity on receipt.

Depreciation:

Depreciation has been provided at the following rates in order to write off the assets over their estimated useful lives:

Furniture and equipment: 25% on cost

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2. Analysis of incoming resources

| | 2011 £ | 2010 £ |
|---|----------------------|----------------------|
| Voluntary income: | | |
| Restricted: | | |
| Capital Community Foundation | - | 19,937 |
| Lloyds TSB Foundation | 10,000 | 10,000 |
| City Bridge Trust | 26,583 | - |
| Help the Aged | - | 2,000 |
| The Big Lottery Fund | 49,415 | 52,241 |
| London Borough of Greenwich – Communities of Interest | 3,000 | 3,000 |
| Unrestricted: | | |
| Sundry Income | 6,114 | 6,725 |
| Donations | <u>110</u> | <u>2,175</u> |
| Total | <u>95,222</u> | <u>96,078</u> |
| Investment income: | | |
| Bank interest | 68 | 106 |
| | <u> </u> | <u> </u> |

3. Analysis of resources expended

| | General fund £ | Restricted funds £ | 2011 Total £ | 2010 Total £ |
|--------------------------------------|----------------------|--------------------------|----------------------|----------------------|
| <u>Fundraising costs:</u> | | | | |
| Salaries | 4,000 | - | 4,000 | 6,600 |
| | <u> </u> | <u> </u> | <u> </u> | <u> </u> |
| <u>Charitable activities:</u> | | | | |
| Salaries | 4,100 | 73,968 | 78,068 | 64,201 |
| Office running costs | 503 | 8,868 | 9,371 | 12,337 |
| Other staff costs | 254 | 2,624 | 2,878 | 5,882 |
| Publicity | - | 2,564 | 2,564 | 3,043 |
| Volunteer expenses | - | 1,179 | 1,179 | 1,382 |
| Depreciation | <u>182</u> | <u>-</u> | <u>182</u> | <u>230</u> |
| Total | <u>5,039</u> | <u>89,203</u> | <u>94,242</u> | <u>87,075</u> |
| <u>Governance costs:</u> | | | | |
| Committee meetings | 19 | - | 19 | 130 |
| Annual Report and AGM | - | 271 | 271 | 255 |
| Independent Examiners fees | <u>200</u> | <u>500</u> | <u>700</u> | <u>700</u> |
| Total | <u>219</u> | <u>771</u> | <u>990</u> | <u>1,085</u> |
| Total resources expended | <u>9,258</u> | <u>89,974</u> | <u>99,232</u> | <u>94,760</u> |
| | <u> </u> | <u> </u> | <u> </u> | <u> </u> |

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4. Details of certain items of expenditure

Trustee expenses

During the year, no travelling expenses were paid to members of the management committee (2010: nil)

| Fees for examination of the accounts | 2011 | 2010 |
|---|-------------|------|
| | £ | £ |
| Independent examiner's fee | 700 | 700 |
| | == | == |

5. Employees

| | 2011 | 2010 |
|------------------------------------|----------------------|---------------|
| | £ | £ |
| Salaries | 74,941 | 69,807 |
| Employers National Insurance costs | 6,667 | 5,818 |
| Pensions | - | <u>56</u> |
| | <u>81,608</u> | <u>75,681</u> |

The average number of full-time staff during the year was 2.5 (2010: 2.5)

6. Fixed Assets

| | Fixtures & fittings | Total |
|---|--------------------------------|--------------|
| | £ | £ |
| Cost: | | |
| 1 st April 2010 and 31 st March 2011 | <u>5,817</u> | <u>5,817</u> |
| Depreciation: | | |
| At 1 st April 2010 | 5,635 | 5,635 |
| Charge for the year | <u>182</u> | <u>182</u> |
| At 31 st March 2011 | <u>5,817</u> | <u>5,817</u> |
| Net book value at 31st March 2011 | - | - |
| Net book value at 31 st March 2010 | <u>182</u> | <u>182</u> |

7. Debtors

| | 2011 | 2010 |
|-------------|---------------------|--------------|
| | £ | £ |
| Debtors | 7,723 | 6,191 |
| Prepayments | <u>374</u> | <u>439</u> |
| | <u>8,097</u> | <u>6,630</u> |

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8. Creditors: amounts due within one year

| | | |
|-----------------|---------------------|--------------|
| | 2011 | 2010 |
| | £ | £ |
| Accruals | 1,647 | 1,153 |
| Deferred income | <u>4,417</u> | <u>-</u> |
| | <u>6,064</u> | <u>1,153</u> |

Included in deferred income is a grant of £2,000 from Triangle Trust for the coming year (2011/12) and £2,417 which is the equivalent of one month's grant from City Bridge Trust.

9. Details of funds

Donor/name of fund

Purpose and restrictions

Big Lottery Fund

The Charity was awarded a grant of £152,372 over three years, starting in January 2009. This is to extend the advocacy service by setting up and running three drop-in surgeries in the borough. The grant covers the costs of a full-time advocacy Project Worker as well as the management and running costs of the project.

**London Borough of Greenwich –
Communities of interest**

The Charity was awarded a further grant of £3,000 to be used over the year from April 2010 to March 2011 for recruiting, training and supervising volunteers. This grant had a particular focus on volunteers from the black and minority ethnic communities.

Lloyds TSB Foundation

The Charity was awarded a grant of £20,000 over two years from 2009 to 2011. This was to support core costs of the organisation through the Director's salary and support development and capacity building.

City Bridge Trust

The Charity was awarded a grant of £58,000 over two years towards the costs of an advocacy service for older people with dementia living in Greenwich. The grant covers a part-time Dementia advocate and the costs of managing the project.

Designated fund

This fund has been established by the Management Committee to provide for unexpected contingencies which may arise from time to time.

Movement in funds

| | Fund balances brought forward | Incoming resources | Outgoing resources | Fund balances carried forward |
|--|--|-------------------------------|-------------------------------|--|
| Fund name: | £ | £ | £ | £ |
| Big Lottery Fund | 1,609 | 49,415 | (50,447) | 577 |
| London Borough of Greenwich – Communities of Interest | - | 3,000 | (3,000) | - |
| Lloyds TSB Foundation | - | 10,000 | (10,000) | - |
| City Bridge Trust | <u>-</u> | <u>26,583</u> | <u>(26,527)</u> | <u>56</u> |
| Total Restricted Funds | <u>1,609</u> | <u>88,998</u> | <u>(89,974)</u> | <u>633</u> |
| Designated Fund | 20,000 | - | - | 20,000 |
| General Fund | <u>11,239</u> | <u>6,292</u> | <u>(9,258)</u> | <u>8,273</u> |
| Total Unrestricted Funds | <u>32,239</u> | <u>6,292</u> | <u>(9,258)</u> | <u>28,273</u> |