

Impact Report & Accounts  
2010-2011

**Handy Help**

**AGEconcern**  
Slough & Berkshire East

Give *Local* Help *Local*



Celebrating Localism

[www.ageconcernsabe.org.uk](http://www.ageconcernsabe.org.uk)

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### Public Benefit

We have referred to the guidance contained in the Charity Commission's guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

Today's society, too often, sees older age in a negative light. ACSABE is not part of Age UK and is a completely independent local charity that is passionate about changing that view. We are committed to increasing respect and improving the quality of life for local older people, their carers and families by:

- Developing and providing high quality services to meet local needs
- Campaigning and lobbying to ensure that the voices of older people and carers are heard
- Promoting independence and the right for people to choose how to live their lives
- Promoting positive images of ageing and diversity by challenging discrimination and celebrating age
- Ensuring respect through a person-centred, Human Rights approach
- Engaging with its customers, staff, volunteers and funders
- Providing infrastructural support to other older people's organisations

ACSABE is known to be the leader in the provision of quality services for a diverse and ageing population and the principle champion for older people's rights.

### Mission

We are committed to improving quality of life for local older people, their carers and families so that they can enjoy a better life in later years.

### Vision

To remain the principle champion for the rights and interests of older people by challenging discrimination and promoting respect, equality and the opportunity for people to be involved in the life of the community. To change lives for the better by working in partnership with others to influence policy and to facilitate choice, dignity and independence.

### Values

- Trusted to deliver high quality services to meet local needs
- Experienced in challenging discrimination, promoting respect, equality and opportunity
- Caring and respectful approach, putting the individual first
- Committed to improving quality of life
- Passionate about choice and independence

# Chairman's Statement



It has been a busy and eventful year on many fronts. The economic climate continues to present numerous challenges and our decision not to join Age UK resulted in ACSABE truly becoming an independent charity in every sense – a local charity for local older people.

The decision not to join Age UK was taken after considering all options. In the end, the need to remain autonomous was considered to be of paramount importance as was the concern to focus on local people. The Board of Directors firmly believe this was the right way forward and we are already seeing some of the benefits of the decision.

For example, our unrestricted income from commercial trading has grown in the last 12 months and whilst we need to do more on that front, it is an encouraging sign. We also opened three new shops in 2011 and more are planned in 2012. We have also set up

commercial ventures with partners in new areas such as Twyford and Woodley and will continue to look for more commercial opportunities.

Despite pressures on restricted income and funding generally, we have continued to provide essential services to our customers. This has been achieved through tight fiscal management of available income and resources.

As ever, our achievements are the product of the hard work and dedication of all our staff and volunteers, without whom ACSABE could not exist. I thank them for their support. The Board of Directors have also been of immense help in steering ACSABE through these difficult times. I am grateful for their invaluable expertise and support.

Finally, my profound gratitude to Tracey for all her hard work and commitment in ensuring ACSABE's success. We are very fortunate to have Tracey as our CEO.

I look forward to working together with you all next year.

## Raj Dhokia

Chairman

For and on behalf of the Board of Directors

## Directors and Trustees

The Trustees of the charity are also Directors for the purposes of the Companies Act. The Trustees who held office throughout the year, unless otherwise stated, were as follows:

R Dhokia  
R Whitehouse  
P Grevett  
Z Ali  
N Impiazzi  
J Haefelle  
Steve Freedman  
Penny Ascough  
Chris Barrett

### Company Secretary/Chief Executive

T Morgan

### President

G Storey

## Patron

Maggie Philbin

## Advisors

Cllr C Small	Slough Borough Council
Cllr R Davis	Slough Borough Council
R Kerslake	Harris Cartier

Three Trustees of the charity are also Directors of Handy Help Limited, the subsidiary company, which also has two additional Directors.

The Directors of Handy Help Limited who held office throughout the year, unless otherwise stated were:

T Morgan  
R Dhokia  
N Impiazzi  
P Saxby  
S Freedman

# Annual Review 2010-2011



## We said:

- We would not join Age UK
- We would develop our commercial activities
- We will continue to champion the needs of older local people and carers
- We would develop services with neighbouring Local Authorities
- We will create more jobs for local people

## Our outcomes:

- We remain a local independent charity
- Increased income to support our charitable activities
- We are the principle voice of local older people
- A more robust organisation with a more secure future
- More disposable income spent in the local economy



## Introduction

It has been another busy year with the Age UK offer for us to become a 'Brand Partner' dominating. The public remains confused over what has happened and many believe we are part of the national charity. To clarify this, after a transitional period, the

two national charities, Age Concern England and Help the Aged merged in April 2010 to form Age UK. All former Age Concern organisations were invited to join the new charity, under certain conditions.

Having followed a comprehensive process of due diligence, the Board of Directors of ACSABE decided that to adopt the Age UK brand was not in the best interests of this charity, or our beneficiaries, We were not alone in this decision, as less than half the former Age Concerns have joined the new charity. We decided to retain the Age Concern name and to remain an independent local charity, rather than become part of the new Age UK national charity. We have had to change our own logo and brand, as seen on the front cover, but that is all – as we are independent it means that all the funds we raise can be used locally, to improve the quality of life for local older people and to provide local services, help and support.

This need to retain our autonomy, in terms of lobbying on local issues, local service delivery and complete financial independence influenced our decision not to join Age UK. At a time when we face severe cuts in funding, any restrictions on our autonomy or ability to generate income could put this organisation at significant risk.

During the year, a brand new company, *advant~Age*, was established by four independent Age Concerns – Liverpool, Birmingham, Hampshire and ourselves. Much time has been spent in setting up this company and negotiating with providers so that the company was ready to trade nationally and locally from 1st April 2011. *advant~Age* is FSA registered and will sell regulated and non regulated insurance products and services. This forms part of a long term strategy to develop national and local income generation for the benefit of local people.

We have continued to grow and expand with many new ventures, despite the unprecedented financial climate. We suffered in-year cuts from SBC, as a result of the Government Spending Review and managed service closures and redundancies, sometimes at short notice. We reduced our Home Visiting/Shopping, Home from Hospital services and Burglar Alarm Installations. We managed cuts to Lunch Clubs and shut down our fantastic Brokerage Service.

**advant~AGE**  
*putting you first*

# Annual Review 2010-2011



*The Village 1st birthday celebrations*



*The Village café*



*Theresa May with Tracey Morgan at the AGM*



*The Cookham shop*

More older people than ever, the forgotten victims of this recession, have been pouring through our doors in need of help. Last year, despite funding cuts, we made over 75,000 contacts and supported over 13,000 people directly. Remarkably, our turnover increased by £400k to over £2.5m. This is a real testament to the resourcefulness, hard work and dedication of all the staff.

Our relocation to The Village has given us the space to grow and to become more self sufficient through the development of new commercial enterprises. The Village Cafe provides freshly prepared hot and cold food at competitive prices. This is an exciting new social enterprise and is open to everyone. We have invested heavily in this new venture, with a view to the longer term, when profits generated will enable us to remain

sustainable as a charity and to fund free local services in the future.

To promote future sustainability, we have focussed internally on change management, the restructuring and development of commercial services and increasing unrestricted income through retail development, fundraising events and legacy promotion. During the year, we opened two new shops, including the purchase of our first property, at Cookham. We held a range of events to raise valuable funds and to promote a positive image of ageing.

Our work in bringing Human Rights to local older people has again won international recognition. A coalition of Lithuanian workers, keen to learn from our good practice, visited us in February this year.

# Annual Review 2010-2011



*Rasmey event*

In February, we were awarded 'Green Business of the year' at the Slough Chamber of Commerce Awards 2011. These awards recognise and celebrate the outstanding businesses that have contributed to Slough's thriving economic success. This particular award highlighted our outstandingly successful partnership with SEGRO in the development of our Furniture Reuse Centre, on Slough Trading Estate.

In 2011, Age Concern Slough and Berkshire East is no longer simply a local charity, although our values remain the same. We now run three businesses; the charity, our trading arm Handy Help Ltd – which exists to generate income through the sales of chargeable services, and advant~Age – a brand new national company (of which we own a quarter) which will sell FSA regulated and non regulated insurance products. Running three organisations simultaneously is no mean feat. It requires an experienced, dedicated workforce and strategic focus, so that we remain true to our mission as a charity while developing new commercial initiatives to raise the vital funds we need to remain sustainable into the future.

Each year seems more challenging than the last and yet, despite significant in-year funding cuts, we have continued to diversify, adapt our business model and grow stronger as a charity.

## Tracey Morgan

Chief Executive



*Chamber of Commerce 'Green Business of the Year' award presentation*



## Human Resources

**With over 150 paid staff and 500 volunteers ACSABE's workforce reflects the rich cultural and social mix that is Slough itself. Over 40 % are aged 50 or over with the BME population well represented across all of our services.**

Our staff all receive core training which includes cultural awareness, equalities, human rights, and safeguarding adults. Individual training records are regularly reviewed to make sure that staff receive appropriate training.

The Future Jobs initiative, in collaboration with the RBWM, provided over 50 training opportunities for unemployed young people aged between 18-24 with 4 of these becoming permanent jobs for local young people.

### Volunteers

Age Concern Slough and Berkshire East has benefitted from the work of our 500 active volunteers during 2010-2011 all of whom have helped make a difference to lives of older people across Slough and Berkshire East. Our high level of recruitment has been achieved by working closely with the Slough Volunteer Centre and also Windsor Voluntary Action, although more volunteers are constantly needed to keep and improve our services especially in the Information and Advice and Advocacy services which are vital to improving the lives and wellbeing of so many people.

To celebrate our volunteers' contribution and achievements for the year we held a party and get together for over 240 volunteers, the largest turnout we have had in the last 4 years, topped off with a presentation from Tracey on the future of ACSABE which proved a great success. Many volunteers said "it's lovely to feel appreciated and involved in the future of the charity and not be taken for granted".

Volunteers are the backbone of so many of our services some solely supported by volunteers. The roles that they cover are varied and range from serving customers in our charity shops, helping prepare and serve meals in our lunch clubs to providing computer lessons in residential homes.

When asked why people volunteer responses are equally varied and include; making new friends, sharing my skills and experience, and making a difference to others and using volunteering as a stepping stone to get back into paid work. We work very closely with Action 4 Employment providing "volunteer work placements" across many of our office and retail services. One of our placement volunteers said "that he had never felt so much pleasure from what he had done in 40 years paid work as the he had in one day with us helping an older person to load some holiday photo's onto face book for him" When his placement finishes he has decided to join us as a volunteer.

The impact our volunteers have on life in Slough and across East Berkshire is enormous. Not only do they ensure social networks for many disadvantaged and vulnerable older people but they create economic value too. It is estimated that our volunteers this year have volunteered over 59,508 hours which equates to over £505,818.00 per year if we converted their valuable time to salaries.

One vital area where ACSABE volunteers play a key role is in our charity shops where unrestricted income is raised to support other services along with our Café and Warehouse. We have now opened shops across Maidenhead and Cookham this year and have had a positive response from new volunteers in these areas but of course we would like more to come forward to support future services in their areas.

Over the next few months volunteering will be kept high on the agenda with new shops opening in new areas, new roles including marketing and insurance and new partnerships to be formed.

Next year our volunteer get together will be bigger and better than ever and we look forward to meeting with old and new volunteers from across all of our services.

# Funded Services



## We said:

- Continue to provide Information and advice to local people
- Provide an Advocacy service to local older people
- Raise IT skills in the local community
- Host a range of interesting activities at our Resource Centre
- Maintain our commitment to running Lunch Clubs

## Our outcomes:

- Brought over £850k in benefits into local communities
- Improved quality of life for older local people by giving them a voice
- Improved confidence, facilitated communication and helped numerous local older people back into work
- Greater numbers of service users using the facility
- Improved nutrition, fewer people needing to see a GP and fewer hospital admissions

## Information and Advocacy Services

### Information and Advice

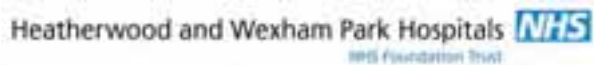
The Information and Advice surgeries delivered across numerous locations in Slough and The Royal Borough of Windsor & Maidenhead have given vital support to over 80 individuals per week. Reaching some of the most deprived older people in the country, the dedicated staff and volunteers who support these services have increased financial incomes by more than £850,000 last year, an average of £204 per person. This service is free, confidential and covers a vast range of issues to include benefits and pension advice, employment and tax advice. Our thanks and appreciation go to all the volunteers who support this invaluable service. The Windsor & Maidenhead service is funded by the RBWM local authority, thank you.

### Hospital Advocacy

Hospital Advocates provide support to older people who are in hospital and may have concerns about the care they receive or their future situation. Many cases have involved helping individuals access care services on their return home or secure their future pathway upon leaving hospital. We have worked closely with hospital staff to ensure our clients' rights are respected.

The Home from Hospital team has referred many clients to us and through close partnership working between both teams we have made a positive difference to our client's lives. This year we have helped with housing issues, access to care services, making informed choices about patient care as well as end of life decisions. This service is funded by the PCT, thank you.

## A special thanks to our supporters



## Funded Services

### Case Study

Mr. H approached us for support when his wife was in hospital. As she had complex health needs and specific medication requirements, the hospital staff had advised that his wife needed to be in a care home. Both Mr. and Mrs. H were very distressed about this and felt that their views were not being listened to.

Our advocates worked closely with both Mr. and Mrs. H to ensure their views were being heard. Best Interest meetings were held and it was agreed that Mrs. H could return home with an extensive care package to support Mr. H, so that he could manage his wife's care.

Mr. and Mrs. H continue to live at home with support from Social Services and regular visits from a Community Nurse, plus support from a Home Visitor which was arranged by our Advocate.

### Residential & Nursing Home Advocacy

This project is now in its second very successful year. We thank the 14 care homes across Slough who work in partnership with us to deliver this service. We have provided free Dementia Awareness and Person Centred Advocacy and Human Rights training to care staff working in the homes and have produced the "Knowing You Matter" DVD which is a guide to person-centred care. The DVD includes interviews from residents and their relatives about what good care means to them. Supporting this service we have 30 volunteers who have assisted over 200 individuals. Thank you to you all.

The ACSABE Advocacy staff support residents and managers of the homes through individual case work and by regularly attending residents and family meetings to give support and guidance. We have also supported by attending best interest meetings on Safeguarding issues and Deprivation of Liberty cases. Finally we were very proud to be invited to be interviewed in Apple Garth Residential Home on red nose day to promote the work we do and campaign on behalf of residents in care homes who are often the "forgotten members of society". Thank you to Apple Garth Residential Home for hosting this event. This project is funded by Comic Relief, thank you.

### Community Advocacy

Community Advocacy is delivered across Slough to meet a growing need of support necessary to ensure Older People can exercise their rights and have the opportunity to make choices which affect their lives. We receive no funding for this service but rely on legacies and donations.

Windsor and Maidenhead community advocacy is funded by RBWM local authority. We have seen an average of 25 clients per month.

We have seen a marked increase in the need for Community Advocacy this year, financial abuse, safeguarding, debt management and housing issues have escalated. With pensioner poverty increasing, older people are left vulnerable to debt and poor health. We continue to work closely with the Adult Social Care teams and have assisted individuals with personalisation issues, accessing care packages, family mediation and attending best interest cases on Safeguarding issues. We receive funding for the Community Advocacy service from RBWM local authority, thank you.

### Slough Carers Support Services (SCSS)

Our service helps non paid/family carers over the age of 18 from all communities to lead more fulfilling lives.

We provide individualised support and encourage them to take a leading role in the planning and provision of local services. SCSS raises awareness of carers' issues and rights, works in partnership with carers, voluntary groups and statutory bodies and continue to influence local strategic plans to develop adaptable and flexible services to suit the needs of our diverse community.



*Supporting residents*

## Funded Services

### Case Study – Physical Disability

SCS has supported Carer X who also cares for her own mother, Mrs B, who is in her early 50s and has a physical disability. Carer X works part time, balancing work with caring for her mother.

She is struggling financially and as she cannot afford to buy her own bed, currently sleeps on a settee. We made her aware of the Carers Assessment and she was then referred for this. Following the Assessment, she was awarded a Carers One Off Direct Payment of £150, which will help her to buy a proper bed.

Mrs B had been waiting for her appeal for the higher rate DLA so we arranged for the Social Worker to help with the appeal. Additionally, both mother and Carer were provided with emotional support – as well as a listening ear, as Mrs B was feeling very low.

Mrs B was working full time, but due to her disability, now feels trapped indoors all the time. Carer X also feels guilty for leaving her mother on her own, affecting her life too. We therefore arranged for a Volunteer to make a home visit once every two weeks, so at least Carer X can spend some time with her mother.

We also contacted the visual impairment team to change the registration name on the Disabled Card so that Mrs B could obtain a Blue Badge, which will mean that Carer X can take her mother for outings once the blue badge has been granted.

Age Concern's Brokerage staff are involved for setting up the personalisation budget.

#### Outcomes:

- Carers Assessment done – Carers One Off Direct Payment of £150 approved
- Blue Badge granted after receiving the Disabled Card
- Information, emotional support and a listening ear provided
- Home visit by a Volunteer
- Awaiting results of the DLA appeal

### Comments from a Carer

*"I would just like to reiterate how much I and other carers appreciate this service. In fact, I think I would 'go under' without it"*

*"As an older carer I am more than happy that SCSS comes under the 'umbrella' of Age Concern. They do a good job and I have learnt about a lot of useful things to help my husband and myself."*

*"There is privacy and confidentiality & I trust the people running SCSS"*

### Age Works and IT training

Most of our Age Works clients needed training to cover basic IT skills in order to apply for jobs online. These jobseekers needed to be able to create their own CVs, search online job sites to find suitable job vacancies, and to make online job applications.

Many new jobs advertised in Slough were for part time hours but applicants needed to spend hours applying for each job.

We ran several workshops for the members of our Age Works job club covering preparing and tailoring CVs, covering letters, interview preparations, interview questions and networking to find job vacancies. Most of these jobseekers found work over the last year. We are planning to continue with these Age Works workshops over the coming year.

### Case Study – Age Works

D had no IT experience and started the Online Basics and Employability My Guide courses. She also attended our CV workshop and has created a new CV to aid her job applications.

As a result, her job applications have been much better received and she has been offered job interviews for the first time since going onto Jobseekers allowance.

D has also received improved feedback about her recent job applications and now has an action plan which includes looking at training courses to help her find employment.

## Funded Services

### UK Online Centres

The numbers of students registering to go on My Guide Basics courses continued to increase over the previous year. We also held special sessions covering SKYPE and Family History. We assisted with a national research project 'Reach for IT' training residents in local Care Homes. Many of these residents also made inquiries into their Military Service records. There is further scope to offer this as a new service to local Care Homes in the future.

The UK Online lost 70% of their funding in future years and have trimmed down the scope of their 'My Guide' courses and rebranded them as 'Go On'.

### Centre Services

Our town centre Resource Centre, Day Centre and various Lunch Clubs across Slough and Maidenhead continue to offer a vital and hugely popular lifeline to thousands of local older people.

These traditional services are more popular than ever with high quality home produced food and an enormous variety of activities, from bingo to line dancing, at the core of what we do. Not to say that we don't keep up with the times with computer classes and Wii fit also on offer but evolution not revolution is the order of the day.

### Resource Centre

The Resource centre remains at the heart of Slough's community. Local people come to the Centre for social, welfare, and educational needs as well as using the free information and advice service.



*Reviving memories*

Numbers are increasing and the pattern of usage is changing and evolving, reflecting the diverse ongoing programme of activities. As well as our traditional service users who often come in the morning, join in with some activities and then sit and socialise for the rest of the day, a new younger generation of clients are now coming to the centre at specific times to join in with particular activities. More disabled user groups are also using our facilities much more than they have in the past.

The range of activities and entertainment continues to grow with everything from traditional craft classes, bingo of course, to yoga and exercise groups. We have also played host to a range of live entertainment including singers and musicians, theatre groups and public information performances in collaboration with Slough's Trading Standards.

### Case Studies

J who is retired had no computer knowledge. After taking the Online Basics course he has sent emails to many of his relatives (young and old) and has booked flights for his visit to India.

L has taken the Online Basics course and then the Social Media using Facebook. Since taking the course L is now in regular contact with the younger members of her family living in many different countries.

K joined our Job club and attended some of our workshops. She volunteered to give a workshop

on Interview questions and received very positive feedback from the group. K has subsequently taken a Learndirect Customer Skills course and has been offered a trial job.

L had no IT experience and started the Online Basics and Employability My Guide courses. She has also attended our CV workshop and created new CVs for her job applications. She has made better job applications and has had some interviews for the first time since being on Jobseeker allowance. L has also received improved feedback about her recent Job applications. L now has an action plan to look at training courses that will help her get work.

## Funded Services



*Cippenham Lunch Club*

### Manor Park Day Centre

Manor Park day centre has a very warm and friendly atmosphere and the Service Users very quickly form friendships, which alleviate the social isolation that many of them experience at home.

A range of services and activities take place at Manor Park and the staff organise many outings throughout the year, one of the favourites being the Runnymede to Windsor river trip. We have also introduced shopping trips in groups of 6-8. On these trips Service Users are escorted by staff and can access amenities that would otherwise be out of reach. Regular trips to local garden centres for lunch and tea are also very popular. The range of in house activities continues to expand and includes bingo, arts and crafts, knitting, quizzes, seated exercises, gardening club and much more. Manor Park Day centre won Gold in The slough in Bloom contest for the 5th year running.

There are also Chiropody, toe nail cutting and hairdressing services as well as visits from GPs and District Nurses to carry out routine check-ups and administer flu jabs.

### Transport

The ACSABE transport service is a vital part of our day care service and it is designed to transport our Service Users to and from Manor Park Day centre to their home.

Everyone is collected from inside their home and escorted onto the mini bus by a fully trained passenger assistant and on the return trip they are taken back inside their homes. When picking up and dropping off, transport staff will also make basic checks within the home.

### Lunch Clubs

#### Cippenham Lunch Club

Cippenham Lunch Club remains at the heart of the community reaching out to all people 50 and over who would like to take advantage of the excellent food and the exciting social activities. The centre offers a varied activity programme which caters for all abilities and interests.

The short mat bowls remains a favourite with old and new clients alike. Crafts are also very popular with everything from cards to plastic canvas to knitting and crocheting. Traditional favourites like line dancing, Tai Chi, yoga and bell ringing are also very well supported.

The Club also organises holidays for its regulars to places such as Paignton and day trips to the sea side, Christmas lights and local schools. Toe nail cutting, Chiropody and manicures are also among the services on offer.

#### Langley Lunch Club

The Club is a vibrant meeting place where local members of the community can come together to catch up with old friends and also make new friends. They can join in with activities and have a well balanced nutritional 2 course meal.

The Club is open Tuesdays, Wednesdays and Fridays and throughout the year there are organised day trips to seaside towns, special themed trips such as Christmas shopping and seeing the Christmas lights, Pantomimes and boat trips which are enjoyed by all.

Throughout the year the Club celebrates special dates like Valentine's Day, Mothers and Father's day, Easter, Halloween and Christmas, where entertainers are booked and special meals or buffets are provided.

Every year the Club is involved in the local community carnival day and they have a stall selling bric a brac and cakes to raise funds.

The Club offers a varied programme of activities which suit all abilities and interests from Yoga, Line dancing, advanced exercise, seated exercise, bingo, scrabble to a gentle game of crib and one of the club's favourites, short mat bowls.

#### St John's Lunch Club

St John's Lunch Club is a very friendly meeting place for its 20 members to come along and enjoy one another's company, have an appetizing lunch and to join in tai chi and bingo.

## Funded Services

We have many theme days during the course of the year. At Christmas outside caterers provided a sumptuous lunch with entertainment provided by our staff and regulars.

This year it was good to celebrate the Royal Wedding and everyone went home with wedding cake. We are now looking forward to the Queen's Jubilee next year.

Thank you to all the volunteers who helped to make this club such a happy place and we welcome any new members who may wish to join us.

### **Woodlands Park Lunch Club**

Woodlands Park Lunch Club has been a great success from the day it opened its doors back in October 2009 and since the new manager took over in 2010, the Club has gone from strength to strength. The Club is now full with a weekly attendance of over 40 and operates a waiting list.

The Lunch Club is run on a Thursday, although the manager regularly organises trips out on other days

and to keep the costs down on transport etc works closely with other Lunch Club managers and also the Community Centre manager at Woodlands Park.

Trips organised in 2009-2010 include a river trip from Runnymede to Windsor in June, Lord Mayor's show in November, Christmas lights and fish and chip supper in London.

The activities that take place within the Lunch Club on a Thursday are seated exercise in the mornings and Bingo in the afternoon. We always have a table of clothes, books, CDs etc for sale with all monies raised going to pay for future entertainment and activities.

Woodlands Park Lunch Club works very closely with the local community, helping out at school fetes etc which has meant the local community have returned the favour and organised sponsored events to pay for the lunch club members to have a free Christmas Lunch and party. This Club relies on funding from a local philanthropist.



*Woodlands Park Lunch Club*

## Funded Services

### Support Services

#### Health Activist

The WEBE project delivered activity sessions including Seated Exercises, Yoga and Thai Chi across various locations in Slough. Facilitated by Health Instructors, the project promoted healthier lifestyles and keeping active to the over 60s age group. This project was funded in partnership with Slough Borough Council.

#### Happy Feet

We provide a free service for Slough Borough Council Residents who are over 60 and unable to cut their own toe-nails, and have no-one else to do this for them.

Foot ailments can make it difficult, if not impossible for older adults to work or participate in certain types of daily activities. Most foot ailments stem from the cumulative effects of normal wear and tear over many years, though many foot problems can be successfully treated and foot pain relieved.

ACSABE operates a popular free toe-nail cutting service to over 500 Slough residents.

All clients are seen on a regular basis with 65% of service users being seen at four different surgeries across Slough. The remaining numbers are, being housebound, visited in their own homes.



*Happy Feet*

All staff are trained by professional Podiatrists/ Chiropodists, registered with the Health Professions Council to standards set by The Society of Chiropodists. This service is funded by BEPCT.

#### Home from Hospital

This service is funded by Heatherwood and Wexham Park Hospitals NHS Foundation Trust to provide short term social and practical support to people over 50 returning home from hospital and for those who are temporarily housebound or unable to look after themselves. The primary aim of the service is to aid the transition from hospital discharge to home thus reducing the number of people being re-admitted.

#### Case Study – Home from Hospital

Mrs T was discharged from hospital and taken home by the Home from Hospital service. Mrs T was a very confused lady. HfH assistants asked hospital staff if Mrs T would be receiving a care package, as she was confused and would need assistance to take her medication properly. She would also need assistance to prepare meals and hot drinks. The staff were informed that Mrs T was muddled but would be ok.

HfH took Mrs T home but had concerns about how she would manage as she had no family and only neighbours to help her.

The HfH staff settled Mrs T in, explained to her about her medication, made her a hot drink and a snack and left. The HfH staff did not feel this lady could cope so they rang her GP to let him know she was home. Mrs T's GP was not happy that his patient had been discharged without a care package so contacted

Social Services to have this lady assessed as a matter of urgency. The GP asked the HfH staff if they could possibly visit Mrs T the following day to check she was ok. The HfH staff said they would.

Next day HfH staff arrived at Mrs T's to check on her only to discover she had taken too many tablets. Not sure if these tablets could be dangerous they rang the GP who visited immediately. The GP said she had not taken enough tablets to harm her but she needed assistance with her medication. The GP immediately contacted Social Services who promised to put a care package together that would commence later that day.

#### Outcome

Mrs T is now happily settled in her own home with three care calls per day. Mrs T has assistance with her personal care, shopping, cleaning, and laundry, and has a hot meal delivered to her daily.

## Funded Services



*Outside broadcast with Patron Maggie Philbin*

Our staff collect clients from the hospital, make sure they have food essentials and can monitor them in the community for up to six weeks.

Once at home, we can provide practical help with shopping, assistance to make snacks and collecting prescriptions from the chemist.

### Home visiting

The Home Visiting and Befriending service continues to be a vital support service. With 106 volunteers we have provided services for 378 vulnerable older people in their own homes providing social contact, home shopping and support within Slough, Royal Borough of Windsor and Bracknell. The majority of home visits are to housebound people living alone without nearby friends or family.

The service also runs 2 social groups in residential homes in the Slough area on a weekly basis providing social interaction, physical and mental stimulation activities for over 20 residents.

The service also helps to identify further needs and concerns and allows us to offer additional assistance and support via many of our other services including working with, or referring to, other organisations and local authorities.

### Home Transport

This service depends entirely on the goodwill of our volunteer who continues to give her own time to transport local older people to appointments. Our driver will accompany them to the appointments if they so wish.

### Case Study – Brokerage

Mr PC is 84 years of age and is unable to go out due to the condition of his health. He suffers from rheumatoid arthritis, high blood pressure and septicemia, which has spread to his heart.

Mr PC has had chemotherapy for non-Hodgkin's lymphoma and has also had a heart attack. He uses a CPAT machine at night to assist him with his breathing. As this requires him to wear a mask at night, his daughter sometimes helps with this in the evening. Mr PC lives with his wife and their son is also at the house a lot of the time.

Mr PC's request was for someone to help him with his personal care, both morning and evening. Care has now been put in place for Mr PC and he is now helped with his personal care twice a day.

## Funded Services

### Handyperson

This vital service continues to provide a lifeline for local older people and allows them to stay at home for much longer. It also reduces bed blocking by fitting essential aids such as grab rails and so allows people to leave hospital much earlier than they would otherwise be able to.

Priority referrals from SBC are normally actioned within two working days and often on the same day.

### Brokerage

The aim of the project was to improve the quality of life for the over 50s by empowering them to control, design and manage their care in a way that would enhance their lives. The brokerage service was set up to provide information and guidance to clients on how to access and arrange support for themselves around individual budgets and direct payments. The service was to help clients get the support and assistance that they needed for their everyday lives at a time that was suitable to them.

In the period April 2010 – November 2010, we supported 75 people, helping them to write their support plans. These plans were then returned to SBC and once they had been passed by the care managers, we help implement the services that were required by the support plan.

Once the support plan had been in place, we did a review at 2 weeks, 4 weeks and a visit at 6 weeks, to see how their support was working out. If there were any problems, we supported the client in changing their support plan to suit their needs.

The service helped 75 clients, 59 of whom had a support plan implemented. All of the support plans that were implemented worked well. Some had to have a minor adjustment to fit in with the clients changing circumstances.



*Help at Home*

## Funded Services

We managed to get a lady that could not leave her home without the assistance of her husband, to be able to have time out with a support worker to pursue activities that she enjoyed. The lady said that his was really great for her.

I also had a gentleman of 52 who had dementia and he did not like his wife going out without him. I helped this gentleman get a support worker who took him out for walks and also to walk her dog and he really enjoyed the experience plus it gave his wife time on her own.

We have delivered a very good service to the clients whom we have dealt with throughout the year. As a team we have learned about the facilities that are available in the community and what challenges that our clients face when trying to access those community based facilities.

All but one of the support plans that we implemented remained in place at the end of the pilot on 31/11/2010. As a team we learned that the needs of the client varied from one to the other and it was not a one size fits all service.

The Brokerage team also formed a good working relationship with SBC SWT.

The most challenging problem that arose was the amount of money that was allocated under the indicative budget. Sometimes this was not enough to cover the clients assessed outcome.



*Sharing a joke*

We drew up a support plan in accordance with the clients' wishes and the assessed outcome and returned it to SBC, they in turn re-assessed the client and more money was allocated for this particular service user.

75 clients were referred and 59 had support plans written and implemented.

The service has allowed clients to pay a member of their own family to help and support them. This has made the client feel more empowered as they have been able to pay their family member for their support.

The service has allowed clients that live with their families to have someone come in to help them wash and dress or just sit with them when the family member wants to go out on their own for a while. This has helped the dynamics of the family as the carer feels they are getting a break and they know that the cared person is being well looked after.

### Case study for Mrs K

I went to visit Mrs K for the first time on 18th March 2010 to help her put together a support plan to suit her care requirements and enhance her life.

Mrs K told me that the only time she goes out is to attend appointments at the doctor or hospital.

Mrs K said that her husband does her personal care as she feels embarrassed about letting a stranger do this for her.

Mrs K said that she would like to get out of the house and have a break from her husband as they have quite a volatile relationship and he is also not very well.

When I visited Mrs K for the second time on Monday 22nd of March, she asked if she could go out for a few

hours each week with a support worker and maybe get someone in to do her hair once a week.

I spoke to her preferred provider and organised that she would go out on a Thursday each week for 2.5 hours and also for a weekly home visit from a hair dresser.

This service was started on the 16th of April and Mrs K was very happy with this. I did a 2 week and a 4 week review and visited to do a joint 6 week review. Mrs K said at the review meeting that the service had enhanced her life and made it 100% better as she is getting out on her own with support and visiting places of interest to her. She has also started card making, which she used to do a long time ago and now enjoys again.

# Fundraising Enterprises

## We said:

- We would open more shops
- We would develop our furniture warehouse
- We would raise funds through innovative events
- We would continue to provide good value, home cooked food in our cafes
- We would provide good value, police checked support services

## Our outcomes:

- More unrestricted income to provide free services
- Facilitate recycling in the local community and raise income
- Higher profile and raised awareness as well as generating income
- Improve diet and nutrition for our customers and generate income
- Improve quality of life for our customers and raise income

## Retail Enterprises

### Charity Shops

ACSABE's retail sector continues to grow and provides a vital stream of unrestricted income to fund the Charity's free services. We now have seven successful shops with new shops opened in Bridge Road Maidenhead and Cookham Rise this year.

Our shops all sell a range of second hand clothes, DVDs, CDs as well as bric-a-brac and collectibles with many designer items being donated in our new shops. They also act as a meeting place for the local community, particularly the older members, which allows our staff to monitor our regular's health and well being and sign post to other services, internal or external, if there is a concern.

Our shops can be found at:

- 280 Farnham Road, Slough
- 302 Trelawney Avenue, Langley
- 3 Willow Parade, Langley
- 15 Eton Wick Road
- 13 Shifford Crescent, Maidenhead
- 123-125 Bridge Road, Maidenhead
- 1 Station Hill, Cookham Rise

New shops will be opening soon at:

- 20 London Road, Twyford
- The Broadway, Farnham Common

### Furniture and Electrical Outlet

Our Furniture Warehouse on Slough Trading Estate, run in partnership with SEGRO, has had a successful second year of trading and provides a valuable recycling/reuse facility for the local community as well as providing an income for the charity and employment for local people.

We continue to sell a range of good value pre-owned furniture, electrical and household items, white goods and bicycles. Our Warehouse can be found at:

- Unit 1, Bay 1 Banbury Avenue, Slough

A new Furniture & Electrical Outlet will be opening shortly at Winnersh I.Q.

## Fundraising

### Income Generation

This year saw a number of successful, and lucrative, fundraising events take place. Amongst the most successful were a Dinner and Dance at Rasmey's in the heart of Slough and a sponsored motorcycle ride around Berkshire supported by the Thames Valley Police.



*Sponsored motorcycle ride around Berkshire*

# Fundraising Enterprises



Fundraising walk at The Great Park

## Handy Help

### Handy Help Ltd

Handy Help Ltd continues to develop its range of services and expand the areas in which it works. There are no geographical restrictions at all and all profits generated are returned to ACSABE to support local older people.

### Cafe

The Village Cafe continues to provide everything from cooked breakfasts, good value freshly prepared lunches to proper Italian coffee. It has built up a loyal clientele over the last year with regular customers from local businesses, shoppers accessing Slough town centre as well as the traditional older market.

Profits from the Cafe are gifted back to the charity to provide free services for local older people.

New Cafes will be opening soon at

- Maidenhead Town Hall
- Alexandra Place, Woodley

### Support Services

#### Shopping

This service offers support with shopping, pension collection and bill payment.

Home Shopping is vital to vulnerable and isolated clients who are unable to go shopping, collect prescriptions, pay bills or collect pensions for themselves. Home shopping staff do the shopping, deliver it to the clients' homes, and ensure that the food is properly stored as required.

#### Cleaning

This service is for anyone who requires cleaning and housework in their own home. General housework is important to vulnerable and isolated clients who, through frailty or physical disability, are unable to carry out general housework, changing and remaking beds or vacuum cleaning.

#### Domiciliary Care

Following CQC registration, 'My Care at Home' provides individual home care and support to people within their own homes, delivered by experienced carers. We help older people to live long, fulfilled and independent lives, by delivering a professional service in a friendly way which respects health and wellbeing, with a Human Rights approach.

Our Carers are experienced in supporting and meeting the requirements of vulnerable people on a personal level.

# Fundraising Enterprises

## Case Study – Domiciliary Care

Received a phone call from a gentleman looking for assistance to wash and dress his wife.

Explained the Dom Care service to the gentleman and made an appointment to visit him and complete an Initial Assessment on his wife.

Mrs F said her husband could no longer help her to wash and dress her as he had injured his arm. Mrs F could only use baby wipes for her personal care and really wanted a good strip wash.

After the assessment was completed we discussed the outcomes Mrs F wanted to achieve and all parties agreed to 2 personal care calls per week, each visit would be for 45 mins to assist Mrs F to have a full strip wash. The visits were to be at the time specified by Mrs F.

Mrs F is now happy that her care needs are being met and she has a Carer who she likes and has social interaction with.

## Comment from Mrs F.

*"Age Concern has sent me a lovely Carer who I can have a good chat and a joke with.*

*The Carer is always on time, polite and nothing is too much trouble for her. I am very pleased with the service I receive. I enjoy her visits. I feel clean."*

## Practical Services

### Plumbing

This service is for anyone who has plumbing needs, from small emergencies to routine work. We provide a competitive service and can carry out both domestic and smaller commercial work.

### Handyperson

This service is for anyone who needs someone to carry out small DIY jobs around the house. The service is carried out by skilled operatives with many years experience. Work undertaken includes repairing door locks/door bells, putting up shelves and cupboards, installing carpets, adjusting doors, installing hand rails, replacing light bulbs and tubes, fitting smoke alarms, hanging picture frames and decorating.

### Gardening

This service is for anyone, of any age, who would like a gardener, or who needs help, to maintain their garden. This is also an important service to vulnerable and isolated people who, through frailty or physical disability, are unable to maintain their own garden. Our gardening staff not only do the gardening but ensure that the rubbish is bagged.

### Home security

The Slough Home Improvement Agency (SHIA) home security and burglar alarm scheme came to an end this year, due to funding cuts.

The Handy Help burglar alarm service is a chargeable service for those who wish to pay. We also provide good value servicing and battery replacement for all alarms fitted under the SHIA scheme.



Plumbing



Gardening

# Fundraising Enterprises



## advant-Age Products and Services

### Stannah Stairlifts

ACSABE has entered into a partnership with Stannah Stairlifts which means that not only do our customers get a preferential rate from Stannah, but we also receive a commission from every sale.

### Funeral Plans by Golden Charter

We also offer a range of plans and payment options which secure the cost for customers at today's prices, protecting against rising funeral costs.

### Travel Insurance by Travel Insurance Facilities

Through Travel Insurance Facilities, ACSABE offer a wide range of cover for Single, Annual Multi Trip, Long Stay or Backpacking, Cruise or Winter Sport activities.

This is arranged by Travel Insurance Facilities Plc which is Authorised and Regulated by the Financial Services Authority (FSA number 3220410)

### Personal Alarm Monitoring and Key safes by Careline UK

A personal alarm offers customers and their loved ones reassurance and helps them to live independently, safe in the knowledge that help can quickly be accessed 24 hours a day every day. A key safe provides an easy and secure way to allow entry to property in the event of an emergency.



### General Insurances

ACSABE also offers a range of General Insurances through Lovats, which includes:

- Home Insurance
- Car Insurance
- UK and European Breakdown Cover
- Commercial Insurance

This is arranged by Lovat Insurance Brokers Ltd which is Authorised and Regulated by the Financial Services Authority (FSA number 305302)



# Looking Forward Statement



**A sea change is taking place, not just at ACSABE but across sectors. Economic conditions will clearly be difficult over the coming year. This will affect services to those who need them most as well as potentially staff numbers and morale and ultimately organisational sustainability.**

This sea change is starting to look like the end of an era. The ways we have operated in the past will not be possible in the future. We have anticipated this situation and responded by continuing to diversify and adapt our workforce, activities, remit and organisational priorities.

It is vital that we operate this charity like a business, taking it forward into this uncertain future in a way that preserves our values, culture and achievements, while retaining our position as the leading local charity for older people and carers. With this in mind, we will continue to focus on increasing unrestricted income through new enterprises, chargeable activities and fundraising.

Politically, the Coalition Government has made clear its desire to see the sector improved, with less public subsidy and leaner commissioning. We will focus efforts on developing broader partnerships to ensure economies and continued support for our beneficiaries while at the same time preparing for cuts and tendering for new opportunities.

On a positive note, ACSABE has always supported and delivered what is currently called 'Personalisation'. We exist to promote choice and independence and work hard for people to be treated as individuals and to live the lives they choose, with respect and dignity. In order to extend choice, we will develop our Domiciliary Care, Support, Advocacy, Information and Brokerage Services; all designed to put people first.

This organisation has always epitomised what the new Government describes as 'Big Society'. We simply could not provide the range of free local services without our ever growing team of dedicated local volunteers, who represent their diverse local communities and the continued support from local business. We could not develop new initiatives without listening to what local people want and need.



*Enjoying the garden at Cippenham Lunch Club*

As the organisation expands, it inevitably becomes more complex. We now run an innovative trading arm, Handy Help Ltd, a national insurance company, advant~Age, as well as an expanding local charity. Given our financial constraints, streamlined management and continuous improvements across all services and functions will be ensured through ongoing structural review. Our emphasis on increasing unrestricted income is paramount as we look for new sources of income.

In the current economic climate, it is clear that older people's services are under great threat because it is perceived by some decision makers that these budgets are easier to reduce and older people all too often do not shout the loudest. The need to significantly reduce public spending should be embraced as an opportunity to transform public services, rather than attempting to reduce the deficit either through a 'more for less' or a 'less for less' approach. We will lobby for commissioning decisions to take account of the impact on quality of life and community, for example by including provisions relating to social outcomes and social value in public sector contracts. Over this next year, we will focus on demonstrating outcomes and social return on investment.

Around half our funding is now state funding in the form of grants and contracts. We were hit by unanticipated in-year cuts last year and face more reductions next year, with almost all of our grants and contracts due to end by April 2012. We will continue to lobby for impact and equalities assessments to minimise the effect on those most disadvantaged. Without these assessments, some people and organisations are already being disproportionately disadvantaged by the cuts. There is a huge risk that anticipated savings will not be made and pressures will be created in other budgets.

# Looking Forward Statement

## Age UK

The two national charities, Age Concern England and Help the Aged merged in April 2010 to form Age UK. This amalgamation has left the public confused and cracks have already appeared as less than half of the 350 local Age Concerns have signed up. Having followed a comprehensive process of due diligence, the Board of Directors of ACSABE decided that it was not in the best interests of the organisation to join this new national charity. The main reasons being the inevitable loss of autonomy, both in terms of lobbying and service delivery and the loss of financial independence. At a time when we face severe cuts in funding, any restrictions to our autonomy or our ability to generate income could put this organisation at significant risk. As such, we remain a completely independent local charity. It is our legal responsibility to look after the best interests of our organisation and the people we serve and not those of a national charity. Our constitution will be revised to expand our remit so that we are well placed to develop new initiatives for the direct benefit of local people. We will also be developing links with other like minded Age Concerns around the country as well as supporting independent groups within Berkshire to ensure that local older people are well supported.

**advant~AGE**  
putting you first



*advant~Age national launch*

We will continue to promote and develop advant~Age.

ACSABE is one of 4 independent local Age Concerns from around the country, who founded and co-own a brand new national Trading Company, advant~Age, in December '10, to sell FSA regulated insurance and other products. This brand new venture has 18 trading partners, from around the country and was launched at the Houses of Parliament on 1st April 2011. This is a long term investment which will provide good value products and services and gain us commission income to help support our local charity.

The decisions we have made will help us to retain our independence and enable us to work with corporate and charitable partners, who have similar objectives to ours, across a broader geographical remit. As grants are reduced, the income we will generate through this new company will be essential for our future.

Like all businesses today, we face very challenging times ahead. We are already making difficult choices and experiencing radical changes in the ways that we operate in order to survive and to ensure a successful future as the leading independent local charity for older people.

Looking forward, we must operate within a new economic and political landscape, with substantial and rapid public sector cuts and the worst recession in the life time of this charity. We are in the process of prioritising and streamlining our three businesses to ensure continuous improvements, efficiencies and future sustainability.

Our future success will, as ever, rely on our adaptability, flexibility and successful partnerships. Importantly today, it is our entrepreneurial approach which will mark the difference. Our committed staff, volunteers and Board Directors will all help to reshape what we do because the current climate demands it. The quality of lives for the growing numbers of older people, today and in future generations, will depend on us in the years ahead.

## Tracey Morgan

Chief Executive

# Director of Finance & IT Report 2010-2011

**Local authorities continue to be our principal funding sources, representing over 50% of grant income. Smaller grants were also received, with substantial grants from Berkshire East Primary Care Trust and Heatherwood and Wexham Park Hospital NHS Trust.**

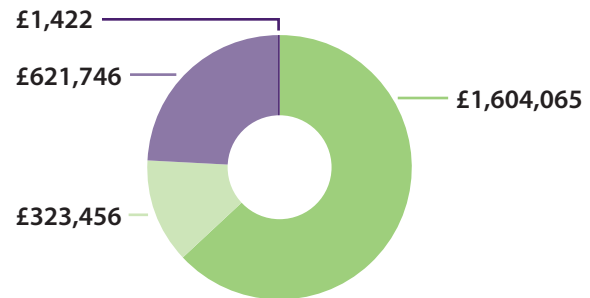
Total income increased by 23% to £2.55m from £2.07m in 2010, while total resources expended increased by 7% to just over £2.37m. As a result of the hard work undertaken by staff, the deficit for 2010 of £139,853 has been converted into a surplus of £153,960 for 2011. This is an extremely pleasing result, and is testament to the hard work and dedication shown all throughout the year.

All income streams increased, with the exception of investment income and the Home improvement Agency. Overall grant income was 16% above the 2010 levels, despite some significant funding cuts and terminations and there were increases in income from the charity shops and other commercial activities of over 75%, aided by the continued development of new shop premises and associated services which help to generate these funds. The Home Improvement Agency income declined compared to the previous year. Expenditure was higher than last year, although the increase was not as steep as the increase in income. There were increases in all types of expenditure, reflecting both the increasing activity and further diversification which is being pursued as we try to secure the future developments of our work.

Our first property was purchased, the Cookham Shop, in Maidenhead, spreading risk and investing at a time when property market conditions are favourable. The cost of financing is lower than equivalent rental expenditure over the next 20 years and creates an asset for the future.

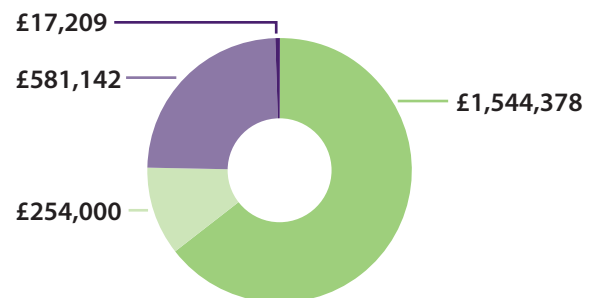
Included in the group surplus above is an amount of £26,189 relating to Handy Help Limited. This is compared to a deficit on activities of £(62,737) in 2010, and reflects continuing increase in activity across the range of services offered.

## Income –£2,550,689



- Incoming resources from charitable activities
- Voluntary income
- Activities for generating funds
- Investment income

## Expenditure –£2,396,729



- Charitable activities
- Costs of generating voluntary income
- Fundraising trading: costs of goods sold and other costs
- Governance costs

# Director of Finance & IT Report 2010-2011

We believe that the results in these accounts for the 2011 financial year reflect the sturdier management structures and diversification of activities and locations which were started in 2010. As a result of these changes there has been a significant improvement in income and activity levels across the whole range of services we are now offering. We aim to continue to build on the significant progress of 2011 in the future looking to further increase unrestricted income, continue our efforts to increase voluntary income with successful fund-raising and donations. We plan to open more charity shops and continue to grow our subsidiary Handy Help Limited and advant~Age.

However, we are also mindful of the current economic situation, and realise that the financial restrictions being experienced by all are likely to have an impact on our ability to continue the advances which are evidenced by the 2011 results. Spending contractions by statutory authorities and general financial constraints in the commercial marketplace are

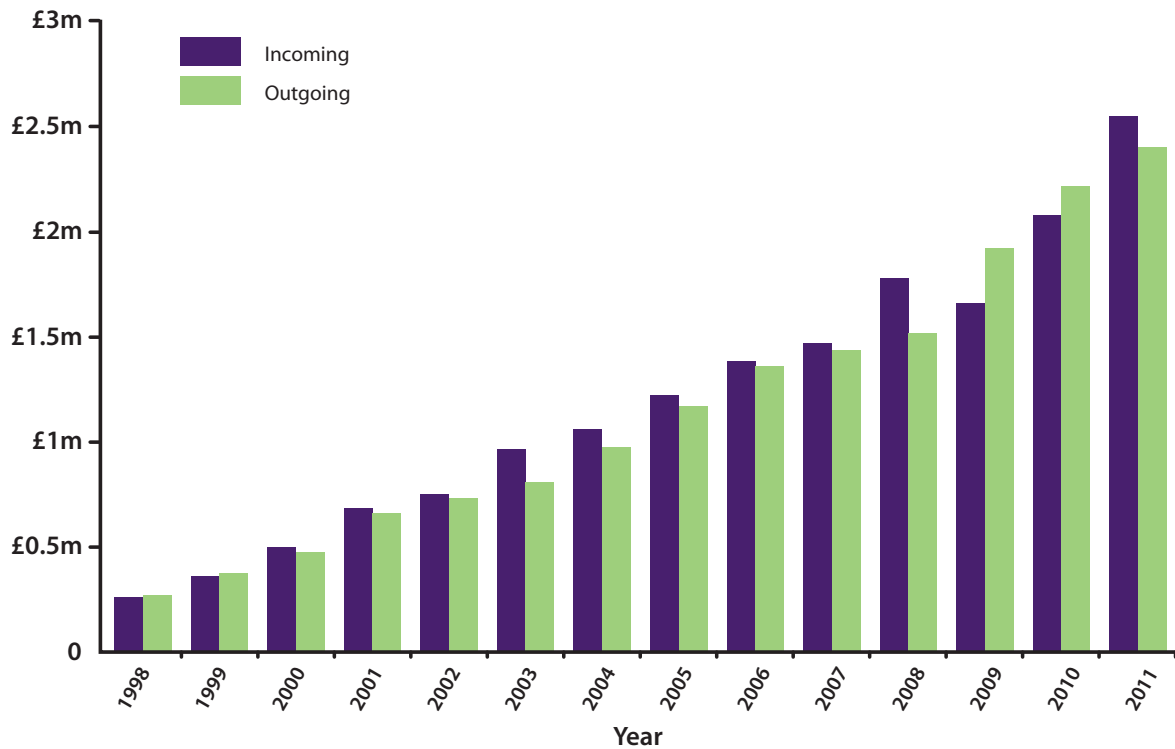
expected to have an impact on our income levels, and steps have been taken to try to anticipate any issues by further streamlining our operations and staffing levels. Although we anticipate achieving a surplus next year, we are mindful of the potential pitfalls which we are likely to experience.

Monthly management accounts are produced and are reviewed quarterly by the Board. Continuous monitoring of income and expenditure for all services is ensured.

A policy whereby reserves are set aside to cover three months costs has been established. This is represented by the designated fund.

Cash in excess of immediate needs is invested in a high interest account and withdrawn, as required. This year's surplus is to be invested in new commercial initiatives and infrastructural developments.

## Financial resources



# Summarised Financial Statements 2010-2011

## Trustees' Statement in respect of Age Concern Slough and Berkshire East

The summarised financial statements have been agreed by our auditor, Chantrey Vellacott DFK LLP, as being consistent with the full financial statements for the year ended 31 March 2011. These were prepared in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" 2005 and the Companies Act 2006 and received an unqualified audit opinion.

These summarised financial statements are not the full statutory financial statements and therefore may not contain sufficient information to enable a full understanding of the financial affairs of Age Concern Slough and Berkshire East. For further information, the full Trustees' Annual Report and Accounts,

and the Independent Auditor's report should be consulted. Copies of these can be obtained from the registered office. The full financial statements, approved by the Board of Trustees on 1 October 2011, have been submitted to the Charity Commission and Companies House.

The auditor has issued unqualified reports on the full annual financial statements and on the consistency of the trustees' annual report with those financial statements. Their report on the full annual financial statements contained no statement under sections 498(2)(a), 498(2)(b) or 498(3) of the Companies Act 2006.

Date: 1 December 2011

## Independent Auditor's Statement to the Trustees of Age Concern Slough and Berkshire East

We have examined the summarised financial statement of Age Concern Slough and Berkshire East for the year ended 31 March 2011 set out on pages 25 and 26. 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 sections 495 and 496 of the Companies Act 2006. 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 the trustees and auditors

The trustees are responsible for preparing the summarised financial statements in accordance with applicable United Kingdom law.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statement with the full annual financial statements, on which we gave an unqualified opinion on 1 October 2011, and its compliance with the relevant requirements of section

427 of the Companies Act 2006 and the regulations made thereunder.

### Basis of audit opinion

We conducted our work in accordance with Bulletin 2008/3 'The auditor's statement on the summary financial statement' issued by the Auditing Practices Board. Our report on the charitable company's full annual financial statements describes the basis of our audit opinion on those financial statements.

### Opinion

In our opinion the summary financial statement is consistent with the full annual financial statements of Age Concern Slough and Berkshire East for the year ended 31 March 2011 and complies with the applicable requirements of section 427 of the Companies Act 2006, and the regulations made thereunder. We have not considered the effects of any events between the date on which we signed our report on the full annual financial statements, 23 November 2011, and the date of this statement.

### Chantrey Vellacott DFK LLP

**Chartered Accountants  
Statutory Auditor  
READING**

Date: 1 December 2011

# Consolidated Statement of Financial Activities

(including an income and expenditure account) for the year ended 31 March 2011

## Age Concern Slough and Berkshire East (limited by guarantee)

	Unrestricted funds £	Restricted funds £	Total funds 2011 £	Total funds 2010 £
<b>Incoming resources</b>				
Incoming resources from charitable activities	306,551	1,297,514	<b>1,604,065</b>	1,429,203
Incoming resources from generated funds				
– Voluntary income	323,456	-	<b>323,456</b>	148,251
– Activities for generating funds	621,746	-	<b>621,746</b>	485,033
– Investment income	1,422	-	<b>1,422</b>	11,657
<b>Total incoming resources</b>	<b>1,253,175</b>	<b>1,297,514</b>	<b>2,550,689</b>	<b>2,074,144</b>
<b>Resources expended</b>				
Charitable activities	178,673	1,365,705	<b>1,544,378</b>	1,608,679
Costs of generating funds				
– Costs of generating voluntary income	254,000	-	<b>254,000</b>	110,231
	432,673	1,365,705	<b>1,798,378</b>	1,718,910
– Fundraising trading: costs of goods sold and other costs	581,142	-	<b>581,142</b>	485,565
Governance costs	17,209	-	<b>17,209</b>	9,522
<b>Total resources expended</b>	<b>1,031,024</b>	<b>1,365,705</b>	<b>2,396,729</b>	<b>2,213,997</b>
<b>Net movement in funds</b>	<b>222,151</b>	<b>(68,191)</b>	<b>153,960</b>	<b>(139,853)</b>
<b>Total funds brought forward at 1 April 2010</b>	<b>393,868</b>	<b>82,722</b>	<b>476,590</b>	<b>616,443</b>
<b>Total funds carried forward at 31 March 2011</b>	<b>616,019</b>	<b>14,531</b>	<b>630,550</b>	<b>476,590</b>

The net movement in funds for the year included within the financial statements of the charitable company was a surplus of £127,771 (2010: £77,116).

# Consolidated Balance Sheet

for the year ended 31 March 2011

## Age Concern Slough and Berkshire East (limited by guarantee)

	2011 £	2010 £
<b>Fixed assets</b>		
Tangible fixed assets	368,450	166,612
<b>Current assets</b>		
Stock of goods for sale	7,440	9,956
Debtors	183,130	213,473
Investments and deposits	-	110,000
Cash at bank and in hand	452,245	266,520
	642,815	599,949
<b>Creditors: amounts falling due within one year</b>	(233,004)	(289,971)
<b>Net current assets</b>	409,811	309,978
	778,261	476,590
<b>Creditors: amounts falling due after more than one year</b>	(147,711)	-
<b>Total net assets</b>	630,550	476,590
<b>Unrestricted funds</b>		
General funds	91,019	(73,132)
Designated funds	525,000	467,000
	616,019	393,868
<b>Restricted funds</b>	14,531	82,722
<b>Total funds</b>	630,550	476,590

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

These financial statements were approved by the Board of Trustees and authorised for issue on 23 November 2011 and signed on their behalf.

**R Dhokia**  
Chairman

# Donation Form

**It is only with the support of our local communities that we can continue to carry out our important work.**

Our ability to achieve our vision and continue to help the older people of Slough and Berkshire East depends on the continuing contributions of all our generous supporters. Below is an ACSABE donation form. If you feel you can help in any way, we would be very grateful.

## Donation Form

Name (Mr/Mrs/Miss/Ms)

Address

Postcode

Telephone  Email

I wish to donate £

(Please tick as appropriate)

I enclose my cheque payable to **Age Concern Slough and Berkshire East**

**OR**

Please debit my MasterCard/VISA/Debit Card/Other (please specify)

Card number:

Start date:  /  Expiry date:  /

Issue No:  Security code: (Last three digits on back of card)

Name:   
(as it appears on card)

If you are a UK taxpayer, under the Governments Gift Aid Scheme ACSABE can reclaim the tax you have already paid on your gift. For every £1 donated ACSABE can claim an extra 28p from the Inland Revenue. Please tick the box below if you would like ACSABE to reclaim tax on your gift.

*giftaid it*

I am a UK taxpayer and I agree to ACSABE claiming tax on all donations I make from today and during the six years prior to this date. Please treat my donations as Gift Aid donations. By ticking this form, I confirm that I am paying an amount of income tax and/or capital gains tax at least equal to the tax that ACSABE will reclaim on my donations in the tax year.

Signature(s)  Date

Please detach and return this whole donation form to the address below:

**Age Concern Slough and Berkshire East** The Village, 102-110 High Street, Slough SL1 1HL

- Please tick this box if you would like an acknowledgement.
- Please tick this box if you would like to receive email communication about the future activities of ACSABE via the email address you have provided.
- Please tick this box if you would prefer not to receive other forms of communication about the future activities of ACSABE.
- We may want to share your information with other organisations who are supportive of our aims and objectives. Please tick this box if you would prefer us not to pass on your details.

**Registered Charity No. 1079949**



## Reference and administrative information

### **Age Concern Slough and Berkshire East is a charitable company limited by guarantee.**

Registered Charity Number 1079949  
Registered Company Number 3892564

### **Handy Help Ltd**

Registered Company number 06444328  
VAT Registration Number 925102753

The present trustees are given on page 1,  
together with the officers and advisors.

The registered office is given on the back cover.

### **Professional Advisors**

#### **Bankers**

National Westminster Bank Plc  
118 High Street, Slough SL1 1JQ

#### **Auditors**

Chantrey Vellacott DFK, Prospect House,  
58 Queens Road, Reading RG1 4RP

#### **Solicitors**

Freedman Green Dhokia  
89 Boundary Road, London NW8 0RG

# Introducing

# advant~AGE

putting you first

The new way to buy a range of products and services and help Age Concern Slough and Berkshire East to provide vital services to your LOCAL older people.

### Funeral Plans by Golden Charter

Choose from a range of plans and payment options and secure the cost at today's prices, protecting against rising funeral costs.

Planning for the future will give you peace of mind and bring comfort and reassurance to your family that your specific wishes are carried out without passing on the distress of funeral arrangements and costs to them.



### Stairlifts by Stannah

Choose from a range of straight and curved staircase models on all new and reconditioned stairlifts. Enjoy a 12% discount when purchasing. Alternatively a rental package is also available. A home visit will be arranged to assess your requirements. Whether your stairs are inside or outside, Stannah can provide a suitable stairlift to meet your needs, allowing you the opportunity to enjoy your home again.



### Travel Insurance by Travel Insurance Facilities

A wide range of cover available for Single, Annual Multi Trip, Long Stay or Backpacking, Cruise or Winter Sport.

Half price cover for children under 18yrs. Couple and family discount. Various levels of cover and prices to suit your travel insurance needs.

Arranged by Travel Insurance Facilities Plc which is Authorised and Regulated by the Financial Services Authority (FSA number 3220410)



### Personal Alarm Monitoring and Keysafes by Careline UK

A personal alarm offers you and your loved ones reassurance and helps you to live independently, safe in the knowledge that you can quickly access help 24 hours a day every day. A keysafe provides an easy and secure way to allow entry to your property in the event of an emergency.



### General Insurances

- Home Insurance
- Car Insurance
- UK and European Breakdown Cover
- Commercial Insurance – to suit all your business needs.

Please telephone the number below to arrange a quotation.

Arranged by Lovat Insurance Brokers Limited which is Authorised and Regulated by the Financial Services Authority, (FSA number 305302)



For more information please call

## 01753 822890

Quoting PT/911

Age Concern Slough and Berkshire East, The Village, 102-110 High Street, Slough, Berkshire, SL1 1HL Registered Charity No. 1079949 Company No. 06444328 Age Concern Slough and Berkshire East (FSA number 403892) and advant~AGE the trading name of Interhelp Ltd (FSA number 542097) are Appointed Representatives of ITC Compliance Ltd which is Authorised and Regulated by the Financial Services Authority, (FSA number 313486). Lovat Insurance Brokers Limited is Authorised and Regulated by the Financial Services Authority, (FSA number 305302). Travel Insurance Facilities Plc is Authorised and Regulated by the Financial Services Authority, (FSA number 3220410).

**AGE concern**  
Slough & Berkshire East  
**GiveLocal HelpLocal**

If you need this report in large print, please call us on 01753 822890

## Handy Help

**AGE concern**  
Slough & Berkshire East

**GiveLocal HelpLocal**



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**Age Concern Slough and Berkshire East**  
The Village, 102-110 High Street, Slough SL1 1HL  
Tel: 01753 822890

[www.ageconcernsabe.org.uk](http://www.ageconcernsabe.org.uk)