



EPSOM AND EWELL

***Working With Older People in Epsom
and Ewell for over 60 years***

ANNUAL REPORT AND ACCOUNTS

1 April 2008 - 31 March 2009

MISSION STATEMENT

To improve the lives of older people in the
Borough of Epsom & Ewell

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STAFF

Chief Officer	Rosalind Stew	Footcare Support Worker	Julie Harris (left Dec 2008)
Office Manager	Elaine Hayes	Footcare Support Worker	Terri Chandler
Information and Advice Officer	Liz Bell	Footcare Co-ordinator	Louise Laudy
Home Visitor	Mary Liszka	Footcare Co-ordinator	Mary Liszka
Home Visitor	Mo Nevin		
Volunteers' Co-ordinator	Clare Brown		
Transport Co-ordinator	Louise Laudy (from Aug 2008)		



The Office Staff

Age Concern Epsom and Ewell

A MESSAGE FROM THE CHAIRMAN



I am pleased to report that, aside from the financial results (see below), Age Concern Epsom and Ewell has had another successful year in respect of service provision. We provide much needed services for older residents of Epsom and Ewell. More details are given about these later in this report.

The trustees have worked well for the charity over the last year and I thank them for their efforts. I am particularly grateful to our Treasurer, Richard Long, and Vice Chairman, Cllr Nigel Pavey. Both have given me and the charity very useful advice and support. *(I am sad to say that after the period covered by this report, Pam Ballard, a trustee for many years, died. She will be greatly missed.)*

During the past year there has been discussion on merging the national charities Age Concern and Help the Aged culminating in their merger from 1 April 2009. Initially the new charity is being called Age Concern and Help the Aged whilst a new name for the combined charity is being considered. It is hoped this will be in place by early 2010. In the meantime we retain our name of Age Concern Epsom and Ewell. We feel the merger will be beneficial and do not anticipate any adverse effects.

The biggest concerns in the last year have been finance and accommodation. Our reserves and income from these reserves have been hit by the fall of the stock market. As a result we have had to dip into these reserves and deplete them further in order to maintain the current services. The trustees have decided to set up a subcommittee to try and find new ways of increasing our income. However we have been able to maintain all our current services and introduce a new Men's Club, see a later report. Other plans for further help to older people have had to go on hold. As far as accommodation is concerned we have made no progress since my last report. We are very grateful to the Council for our grant and accommodation, however, we often do not have the facilities for confidential interviews and this has meant that on an increasing number of occasions we have to interview clients in the corridor or in the main busy office. This is not at all satisfactory.

I must thank Rosalind Stew and all our staff for the excellent work they put in on behalf of our clients. We receive many letters of thanks from grateful clients. Finally, we could not do half the things we do without our volunteers. My sincere thanks are due to all of them for the many tasks they undertake and I would particularly like to single out Eileen Watson who left us this year after helping us for over twenty years on Transport. We do have volunteer events throughout the year to thank the volunteers and it is nice to see so many of them at these events. Thank you volunteers - we could not operate without you.

Peter Smith, Chairman

**CHIEF OFFICER'S REVIEW OF THE YEAR'S ACTIVITIES
1 APRIL 2008 – 31 MARCH 2009**



Rosalind Stew. Chief Officer

We have had a very busy year despite being unable to introduce many new activities because of the decrease in our funding due to the economic situation and the constraints of space in our office. We have a stable, happy staff team who work very well with our volunteers and together we have consolidated and improved our services. One new service we introduced is a Men's Club. We secured Lottery funding from Age Concern England's Fit as a Fiddle project and ran a series of ten cookery demonstrations for men who live on their own and have little or no experience of cooking. The course was so popular that the men decided they would still like to meet so now a volunteer, Michael Godliman, has arranged various activities for the men for the coming year including some further cookery demonstrations. Another new initiative was a partnership we have developed with Budgens at Stoneleigh. We were delighted when Budgens chose us to receive the £200 they raised from their Name the Budgens Bear competition and since then they have helped us in other ways such as donating raffle prizes.



The Co-ordinators of each of our four core services, Information & Advice, Home Visiting and Befriending, Medical Transport Scheme and Toenail Cutting Service have written separate reports about their services. The following is a résumé about other services we provide and activities we have undertaken over the year.

Sunday Teas

This has grown in popularity. Last year an average of twenty people attended each month but we now have forty people registered and a waiting list. Usually between twenty and thirty people come each month to enjoy the home cooked teas and company of others at the Ewell United Reformed Church. Liz Bell, our Information & Advice Officer, has arranged a programme of outside entertainers to visit on alternate months who have ranged from



dancers, a horn player and Father Christmas at the December Tea to belly dancers and singers at other times. Many thanks to Phemie Young, Margaret McCarthy, Prue MacPherson and all their helpers including our drivers who give up their Sunday afternoons to run this service.

Hearing Aid Clinics A team of volunteers has continued to provide battery exchange, re-tubing and advice at three clinics each month across the Borough.

Smoke Alarms We have continued to refer clients who want smoke alarms or home fire risk checks to the Surrey Fire Service.

Beat the Cold Advice and support has been given by Joanna Grant who visited clients in their homes and assisted them in applying for grants for insulation and boilers.

Security Reassurance This was provided by referring clients to the Police for free security equipment such as door bars, peep holes and mirrors.

Message in a Bottle We continued to supply these bottles which are stored in the fridge and provide essential information if paramedics are called to the house.

DIY Our team of volunteers who will do small handyman tasks has increased to seven. We now ask for a small donation and find clients do not mind paying this - they are only too pleased to be able to find a reliable, trustworthy person prepared to do a small job for them.

Befriending at Epsom General Hospital We had been visiting clients in Rosebery Ward but when this ward closed during the year our five befrienders moved to Croft Ward where they have continued to visit patients who otherwise may have no visitors

Christmas Parcels were made up from Harvest Festival collections donated by local primary schools and distributed at Christmas by volunteer drivers to 300 older residents in the Borough.

The **Summer Party** for around 100 older people in the Borough was held in May.



The venue was St Joseph's Church Hall in Epsom and we were entertained by the St Clement's Songsters who sang a selection of songs from World War II. Tea was provided and there was a cake stall, a raffle and tombola. Transport was arranged for all those who were unable to get to the hall independently.

The **Directory of Services for Older People** can now be accessed via a link on our website (www.ageconcernepsom.org.uk) to the Council's website.

Links with Age Concern England and Age Concern Surrey

We have referred many clients to services provided by Age Concern England such as their Community Alarms, Factsheets, Insurance and Legal Services. We also make many referrals to Hometime, a cleaning agency run by Age Concern Surrey.

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Members of staff have attended Age Concern England training courses and Peter Smith and I regularly attend meetings with representatives from Age Concerns in Surrey.

Staff and Office News

Fortunately we have only had one staff change this year. Julie Harris, one of our Footcare Support workers, left to work in her husband's business but we haven't completely lost Julie as she comes back to cover when Terri Chandler is on holiday. Terri has doubled her hours so we now only have one permanent person cutting toenails in the Clinic.

This year we replaced our seven year old computers and upgraded our software. This was a quite learning curve for us but now all teething problems have been solved, we have a much more reliable system. We have also started to create a single new database which will link our existing databases together and enable us to computerise our Transport booking system.

I would like to make special mention of Tony Guy who comes in as a volunteer for two days every week to help with admin in the office.

Volunteers

It would be impossible to deliver the services we provide without all the help we receive from our volunteers. We only have eight part time staff but around 165 - 170 volunteers and I would like to pay tribute to every one of them. Their contribution to Age Concern Epsom & Ewell is invaluable.

Fundraising

In the current financial climate, fundraising has become even more essential and we have been delighted to receive donations and bequests as detailed in the Accounts. We are actively raising awareness of our need for bequests and remind potential donors of the need to stipulate that money should be left specifically to Age Concern Epsom & Ewell to ensure it comes to us and not our national organisation. I would like to thank everyone who raised money for us over the year. Nigel Pavey raised £279 at his coffee morning and also, with Prue MacPherson, raised £48.60 on a stall at The Wells, Peter Smith and his helpers collected money outside Ewell West Station (£65.50), Sainsbury's (£325) and B&Q (£146.17) and our House to House collection team raised £659. A further £465 was raised when we participated in Waitrose's green token scheme. We were chosen by 46.5% of the people who took part in this scheme.

Overall we have had a productive year and we are pleased that our work makes a real difference to the lives of older people in the Borough.

**Rosalind Stew
Chief Officer**

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2009

The Trustees present their report and the financial statements for the year ended 31 March 2009.

a) **Details of Charity** - see page 4

b) **Structure, Governance and Management**

(i) **Status and Constitution**

The Charity was established in 1947. The Trustees are constituted as an unincorporated Association and their governing document is the constitution, last revised in July 2006.

According to the constitution, up to fourteen Trustees are elected by the members to serve as the Executive Committee. This consists of three ex-officio Honorary Officers (Chairman, Vice Chairman and Treasurer), two Borough Council Representatives, one club representative and nine other Trustees who are elected annually at the Annual General Meeting.

(ii) **Risk Management**

The major risks to which the charity is exposed, as identified by the Trustees, have been reviewed and systems have been established to mitigate risks. Full details are given in our Financial Policy, available from the office.

c) **Objectives and Activities**

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

(i) The Charity's primary objective is to improve the lives of older people in the Borough of Epsom and Ewell.

(ii) See Chief Officer's Review page 7, 8 and 9.

d) **Achievements and Performance**

All our charitable activities focus on improving the lives of older people in the Borough of Epsom and Ewell, and are undertaken to further our charitable purposes for the public benefit.

e) **Financial Review**

Reserves Policy

We have two reserve funds. The General Reserve Fund is seen as working capital. The Trustees' aim is to hold 6 months expenditure (£70k based on budgeted expenditure for the coming year) as a contingency fund to meet unforeseen demands on the charity and incidental deficits. As a result of deficits in recent years the present level of the general reserve (£11,695.) falls short of meeting this objective and it is unlikely that the 6 month target can be met in the next few years. The Trustees have therefore set up a sub-committee to consider ways of increasing our income over the medium term.

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The Legacy Reserve is made up of legacy income, and has been invested to provide designated income to support the core costs of running the charity and many of its services. Income (including notional value of accommodation) from statutory sources to support the charity amounts to circa 14% of the charity's expenditure, the balance being found from a mixture of fundraising or reserves. The current financial climate of low interest rates and reduction in investments value has further exasperated this situation. The long term sustainability of the charity and its services may be threatened if the financial climate remains poor or unless additional funds are raised.

The major risks to which the charity is exposed, as identified, by the Trustees, have been reviewed and systems have been established to mitigate these risks.

Principal Funding Resources

The organisation continues to receive a vital grant from Epsom & Ewell Borough Council. The investments are managed by Lloyds TSB who have a brief to provide income and growth at limited risk.

f) **Plans for the Future**

Future strategy can be summarised as consolidation and gradual expansion of existing services as financial resources permit.

In 2009 – 2010

A fundraising sub-committee has been formed to address the problem of the charity's increasing financial deficit. This group's terms of reference are to plan specific ways to increase its income to cover its annual deficit.

The recruitment campaign to find new volunteer drivers to meet the ever increasing demand for transport to medical appointments will be continued

Ongoing talks with the Council and the other voluntary organisations in The Old Town Hall over the most efficient use of space in particular to try and find a solution to overcrowding in the office and the need for an interview room will continue. Raising awareness of the charity's activities to all members of the community will continue by ensuring that the leaflet distribution is done regularly and by continuing to visit all local solicitors and undertakers regularly to remind them to ensure that any bequests are left to the local branch of Age Concern rather than the national organisation.

Efforts will be made to increase the membership of The Men's Club.

Work on the installation of a new database which incorporates the existing non-linked databases will continue together with training all staff and volunteers on how to use it. Also work to install new software that enables any computer literate staff to update the website will continue.

2010 – 2012

Implement findings of Funding sub- committee.

Put Transport booking system into new database and train all staff and volunteers to use it.

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If the financial situation improves, identify new services that are needed and do a feasibility study on each suggestion.

g) **Independent Examiner**

The accounts of the Charity for the year ended 31 March 2009 are set out in the Appendix. Mike McAllister of Target Winters Ltd, Chartered Accountants and Registered Auditors who specialise in charities, has indicated his willingness to carry out the Independent Examination and his appointment will be confirmed at the Annual General Meeting.

Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ascertain the financial position of the charity and which enable them to ensure that the financial statements comply with the Charities Act 1993 and the Charity (Accounts and Reports) Regulations 2008. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Trustees and signed on their behalf on 27 July 2009 by



Peter Smith, Chairman

HOME VISITING



Mo Nevin and Mary Liszka
Home Visitors

The year April 2008 to March 2009 has been a very busy one. We have continued to receive referrals from individuals, their families, Social Services, Transport and Footcare. We have also received referrals from Doctors' surgeries, The Meadows (Older People Mental Health Service) CAB, and a variety of other sources. Referrals are now initially recorded in a book, which we check regularly.

We have seen an increase over the year in the number of home visits. This increase particularly applies to follow up visits. The figures are as follows (April 2007 – March 2008 in brackets):

Initial visits - 190 (155)

Follow up visits - 273 (205)

This represents a 23% increase for first visits and a 33% increase for follow up visits.

We have tried to make it so that clients don't have to wait too long for visits, but at times we were working on a two to three week period. Many of the cases are complex and time consuming. Some clients are dealt with over a short term, but there are others who require more long term help. There were two particular cases which illustrate the value of our work in the community:

In the first case, Mary went to pick up a client to take him to the Longmead Centre. When she arrived she found him having a hypo-glycaemic attack. She contacted the GP, who would not talk to her, so she called for an ambulance. Mary was able to arrange home based care to start immediately, thus preventing him from having to be admitted to hospital. Her quick actions prevented this gentleman from lapsing into a coma.

The second case involved a lady with whom we have had dealings over the past 5 years. She has a number of complex "problems" and in March 2009 we picked up two very distressed messages from her. Given her history, Mo went to the lady's house to check up on her. When she could find no sign of her, she checked with the GP and Social Services. Nobody, however, seemed to know where she was, so Mo contacted the Adult Mental Health Team and established that our client was in the Meadows and unlikely to go home. Without our support this lady would not have been able to stay at home for as long as she did.

We have continued to help clients with a whole range of issues including financial matters, updating them on

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local services. We have seen an increasing number of younger clients in their early sixties. We are also seeing more clients with dementia.

This year we have continued to apply for a number of Attendance Allowance claims which have all been successful. The higher rate of Attendance Allowance amounts to £3,484 per person per annum. We have also applied for Disability Living Allowance on behalf of the younger clients and Carers Allowance where applicable. During the year we have made 104 Attendance Allowance applications and 2 Disability Living Allowance applications.

In one case Mo was able to help a couple where the husband was entitled to Attendance Allowance and Carer's allowance and the wife was eligible for the middle rate of Disability Living Allowance, having previously been on the lower rate. The couple are now £144.50 better off each week which has made a profound difference to their lives.

The Department of Work and Pensions changed the Attendance Allowance application form during the year making it lengthier and much more difficult to navigate through. This has resulted in more refusals necessitating follow up applications with reconsiderations. Most of these have subsequently been successful but it means more hours have to be put into those cases.

The Hearing Aid clinics have still been running successfully and the volunteers have also noticed an increase in the number of clients using the service.

The Visiting Service continues to liaise with a wide number of organisations. Over the year we have worked very closely with the Pension Service,

Social Services, Citizens Advice Bureau, the Department for Work and Pensions, the local Police and Fire Brigade to name just some. We have been referring more clients to the Integrated Rehabilitation Team which was set up specifically to deal with clients who are prone to falling to try and prevent future falls.

In October 2008, we attended Co-Design groups organised by the Primary Care Trust. Mary attended the one on Complex Needs of the Elderly, and Mo on End of Life Care. We both felt we were able to contribute greatly to these projects.

The Visiting Service has continued to work very closely with Clare, our Volunteers' Co-ordinator to find and place befrienders. The feedback we get is very rewarding and the scheme is a resounding success. This year we have introduced 65 befrienders to clients, which is a 38% increase on the previous year when we placed 47 befrienders. During the year we held a befrienders' workshop. It was decided to hold an afternoon/early evening workshop, allowing those who work to attend. We also decided to make it a drop in session where befrienders could meet and exchange views and ideas. Everyone felt it was useful to get together periodically to exchange ideas and derive support from the other befrienders.

Due to the increase in visits our Wednesday community visits have been a little more sporadic. We did, however, manage to meet Clare Robertson and Penny Weinreb from the Alzheimer's Society. We liaise with them on a regular basis and often share clients whom we assist with our befriending service. We attended seminars during Mental Health Week at St Barnabas Church in October, where we also helped man our own stall. One such seminar was a talk by

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Jane Sadler on Mental Health Advocacy. Also we went to Epsom General Hospital in December to meet Pam and Jane from DICE (Disability Information Centre Epsom) where we learned about their services among which is their free transport service for

people wishing to visit relatives in local hospitals.

We both feel that, whilst it has been a very busy year, the Visiting Service has achieved a tremendous amount.

**Mo Nevin and Mary Liszka
Home Visitors**

INFORMATION & ADVICE



Liz Bell, Information and Advice Officer

The Information and Advice Service is an integral part of Age Concern Epsom & Ewell and provides advice and information to the older people of Epsom and Ewell. The Service is open Monday-Friday, 9.30 am – 1 pm. There are four main advisers Liz Bell, Elaine Hayes, Mary Liszka and Mo Nevin; Rosalind Stew fills in when necessary. This year we have been very fortunate to have recruited two new volunteers, Judith Robson and Pat Reed. Judith previously worked for Prospect in Sutton which provides care in the home. She has also worked as a Care Manager and for Age Concern in Sutton. Pat used to work for the Department of Social Security which included Pensions and Attendance Allowance. Both Judith and Pat have brought us a wealth of experience from their particular fields.

We said goodbye to volunteer advisers Gisela Kirkcaldy and Mary Hunt. Mary went on to do a degree in art. A big thank you to both of them for all their hard work and we wish them well for the future.

In the year from 1 April 2008 – 31 March 2009, there were 336 personal contacts and 3,443 telephone enquiries. Of these, 571 were initial contacts and 3208 were repeat contacts giving a total of 3,779. The graph on page 17 illustrates the range of subject matters covered and the

percentage of enquiries that each subject receives.

Our clients need help on a wide variety of issues ranging from complicated benefit claims or tax/pension problems to simple matters such as finding a hairdresser who will do home visits.

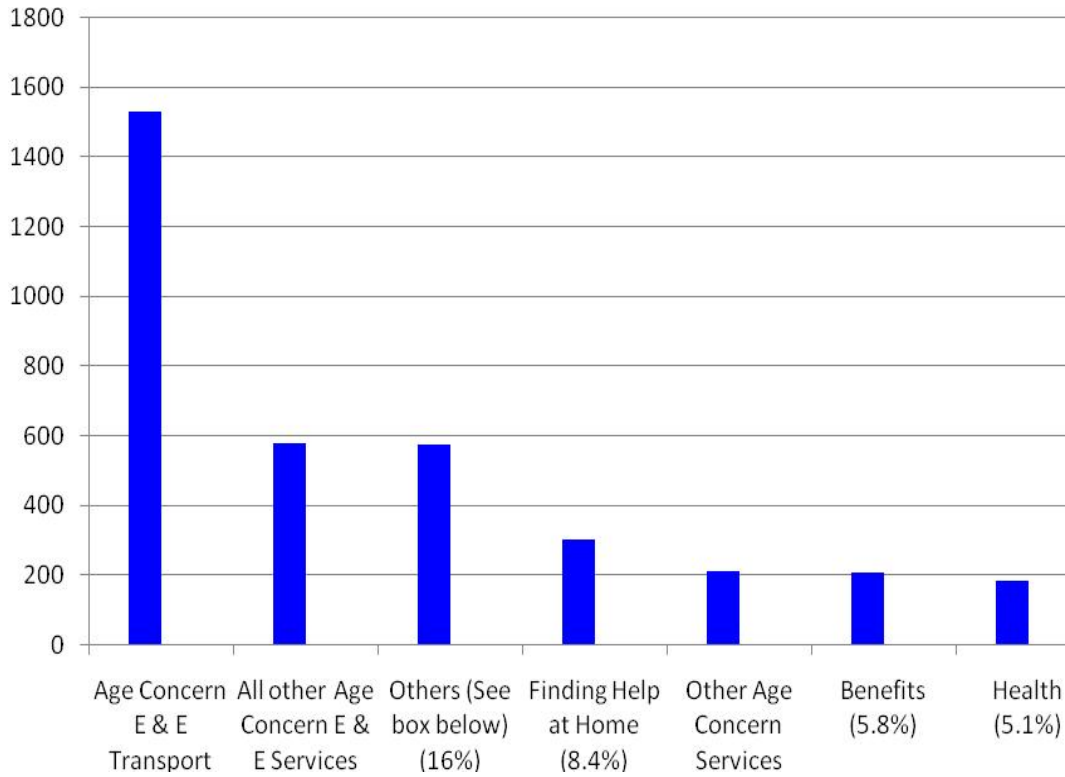
Occasionally something a little more unusual comes along that requires the co-operation of other parties and volunteers. Below is an example of how, when we all work together, we can achieve excellent results:

A client rang in asking if we knew of anyone who could take away her carpet which was threadbare. On enquiring further it transpired that the client could not afford to replace the carpet and would have been left with bare floorboards. Various charities were contacted and funding was found for a new carpet. One of our volunteer drivers was a trained carpet layer and he kindly offered his services. Another volunteer offered to help move furniture and dispose of the old carpet. The supplier offered an extremely good deal on the carpet when we told him the circumstances. The client was delighted with her new carpet and very grateful to Age Concern for co-ordinating all the help.

We aim to keep all our information as up to date as possible. Together with the experience, understanding, approachable and friendly but professional manner of the staff and volunteers, Age Concern provides an invaluable service to older people in the community.

Liz Bell
Information and Advice Officer

Analysis of Enquiries (Telephone and personal callers)



Other call categories each less than 4% of total

Housing Property	3.0%
Non-residential Care	2.9%
Travel	1.6%
Family and Personal	2.6%
Consumer	0.9%
Legal	1.2%
Other money	1.3%
Residential Care	1.3%
Education and Leisure	0.9%
Employment/Voluntary Work	0.2%
Immigration	0.1%

VOLUNTEERING



Clare Brown, Volunteers' Co-ordinator

The year has proved extremely rewarding with a steady flow of new volunteers. They continue to give valuable support across the board in all the different services which Age Concern Epsom & Ewell provides. The number of volunteers has increased and over the year we had around 165-170 on our database. This number covers a wide range of voluntary roles including 71 befrienders, 41 drivers, 8 office staff, 6 footcare clinic helpers, 5 hospital visitors on Croft Ward, 4 hearing aid clinic helpers, 12 trustees, 2 leaflet distributors and, in addition, a large number who help during the course of the year with fundraising, the summer party, Christmas parcels, DIY and gardening. During the course of the year 48 new volunteers have started with an additional 10 students from Epsom College who have been part of our befriending scheme during term time. For a variety of reasons, 12 volunteers have stopped during the year. A Criminal Records Bureau (CRB) check is required on all volunteers who work in a one-to-one role. There has been a considerable increase in the delays in the checks taking place. Whilst the checks are absolutely necessary, this has caused a significant delay in volunteers being able to start supporting our services. The CRB tell us the delays are due to a 20% increase in the number of applications.

In September, with a need to find additional drivers for both appointments during the week and at the weekend to support our Sunday teas, we were able to secure free publicity in 3 monthly magazines that are distributed locally: Stoneleigh Directory, Atkins and Epsom Methodist Church. We were not charged for the advertisements. We also organised a get together for befrienders. This was a drop in session in which our volunteer visitors could pop in to have a chat with our home visitors and meet up with fellow volunteers. For those that attended it proved a valuable time, but numbers were disappointing and an evening training session may prove more successful.

To support the ever increasing demand on our services, we had a display in the Ashley Centre in November to recruit additional volunteers. It was a wonderful opportunity to talk to a large number of people and raise awareness not just of our volunteering opportunities but of the wider range of services available to older people within the local community. The response from the event was unprecedented – it certainly helped that M & S had a special 20% off day and our display was situated just outside their shop! As a direct result, 10 new volunteers have since

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commenced working as befrienders, drivers and hospital visitors. During the course of the year 26 new volunteers have been able to attend our induction for new volunteers providing them with additional information regarding the services provided by Age Concern in Epsom & Ewell.

Every year volunteers are nominated for a special Voluntary Service Award given to individuals who have volunteered locally for over 5 years. This year Professor Graves, Jim Badham and Joanna Grant were recognised for their valuable contribution to the local community in a ceremony at the Town Hall in April



2008. We also personally recognised Eileen Watson for working for over twenty years as a volunteer on our Transport Desk and gave a celebratory lunch in her honour. She was joined for the occasion by volunteers and staff past and present. Photographs of both these events were printed in our



newsletter which was sent out in the spring and autumn. It continues to be a great way of keeping volunteers updated with news and events.

On the social front, both volunteers and their partners joined us for an enjoyable evening at the Cricketers in Epsom just before Christmas. We were most grateful to the trustees for funding the provision of the wine and food and appreciated the generosity of the pub in providing a room free of charge. In the spring over 60 volunteers were also able to join us for our annual volunteers' event which took place at the end of March. We started with an extremely entertaining



talk and visual presentation by Martin Stew who works as a television reporter for ITV Anglia. This was followed by a buffet lunch which gave volunteers the opportunity to enjoy a glass of wine and to meet and get to know other volunteers. The event was attended by the Mayor who expressed his gratitude for all that the volunteers do for older people within our local community. The Volunteer Veterans Club has also had lunch at the Chessington Garden Centre Farm followed by a 'Songs of Praise' concert at Guildford Cathedral organised by Age Concern Surrey.

The challenge to recruit more volunteers continues as the demand on our services is ever increasing. It is, however, essential that we continue to provide sufficient support for our existing volunteers on whom we are reliant to provide the wide range of services to older people.

Clare Brown
Volunteers' Co-ordinator

TOENAIL CUTTING



The Clinic Staff

We are sorry to report that Julie Harris left us at Christmas but are glad to say that Terri Chandler has taken over Julie's days and now works as the sole Footcare Support Worker. Julie is willing to cover for holidays and sickness if she is available. Unfortunately we are no longer able to offer manicures as Julie was the only Footcare Support Worker to offer this service and Terri is too busy to undergo the training at present.

We did investigate whether we could expand to a full chiropody service, but it was decided that there were too many complications with insurance and disposal of "sharps" to consider at this time.

Up until recently we were unable to treat people with diabetes but we are now able to treat people with type 2 diabetes, provided their GPs give permission. We have a few new clients because of this.

In March 2009 we had 350 clients on the register and were running at full capacity. Although this is about the same number of clients as we had on our books last year, the actual number of appointments has risen by about 20% because last year a percentage

of the clients were not attending regularly. We still have a few cancellations, but, due to the number of people wanting to use the service, we can often fill them and Home Visits are usually fully booked. We always need more people on our books as clients leave regularly for various reasons - needing a chiropodist, moving into a home or being referred to the NHS. We do take clients from outside the Borough, provided they are able to come to the clinic with their own transport.

We have a full complement of volunteers who answer the phone and take the money each session and we continue to enjoy a good relationship with all the Longmead Staff, which has been beneficial to both parties.

We are still advertising our services through leaflet distribution and occasional entries in local publications.

Overall the clinic is running well and I would like to thank all the volunteers and staff who work so hard to make the clinic a success.

Louise Laudy
Footcare Co-ordinator

TRANSPORT



Louise Laudy, Transport Co-ordinator

The Transport scheme provides transport for people over the age of 60 in the Borough to take them to and from medical appointments. These are to all surgeries, clinics and hospitals within the Borough and also to hospitals outside the Borough.

Age Concern's own Footcare Clinic situated in the Longmead Social Centre is becoming increasingly busy and this has substantially increased the number of requests for transport. On average there are 8-9 trips a week to the Clinic.

By the end of March 2009 we had 31 drivers which has helped with the number of drives we can provide. During the last year we have had 1061 bookings of which approximately 90% are repeat bookings. We have had to refuse 42 clients.

The transport line is answered by five volunteers - one each morning of the week. In the last year Eileen Watson, who set up the transport system, retired after 22 years of running the service. Two other long serving volunteers have left in the last year: Liz Howgill has moved to the Footcare

Clinic where she works on Monday afternoons. Cindy Hare left to spend more time caring for her grandchildren. Vai Nithyanandam also left to do a course. Their efforts over the years are greatly appreciated

Two new volunteers have joined us, Rosa Ebbens on Tuesdays and Betty Taylor on Thursdays.

Following Eileen's departure it was decided to pay an administrator and Louise Laudy was appointed to work 6 hours a week.

We are hoping in the next year to have a database completed for transport which will enable us to computerise the bookings.

We are in the process of carrying out a survey to assess the satisfaction of the clients with all aspects of the service. The replies received so far indicate that the clients are very satisfied and many have expressed their thanks to all the volunteers and drivers who provide the service. The Age Concern Office staff would also like to express their thanks to all these volunteers.

**Louise Laudy
Transport Co-ordinator**

CLUBS

Age Concern has links with the following clubs which offer a variety of social activities for their members. Please contact the individual club for full details of what they offer:

FRIENDSHIP & HARMONY CLUB

Meet Tuesdays 2 - 4 pm, Church Hall, Fulford Road, West Ewell
Chairman: Mrs Mina Snook, 56 Crosslands Rd, West Ewell, KT19 9SS
Tel: 020 8224 5841

THURSDAY CLUB

Meet Thursdays 2 - 4 pm, Link Room, Stoneleigh Methodist Church
Contact: Mrs Hilda Bristow, 22 Firwood Avenue, Ewell, KT19 0PR
Tel: 020 8394 1148

EPSOM SUPPORT CLUB FOR THE HARD OF HEARING

Meet second Friday of month 2 - 4 pm, after Hearing Aid Clinic (which is 1 - 2 pm),
Longmead Centre, Sefton Rd, Epsom
Contact: Mrs Betty Scott, 15 Rosedale, Ashted, KT21 2JJ
Tel: 01372 274675

SUNDAY TEAS

Run by Age Concern Epsom & Ewell
Meet second Sunday afternoon of every month; United Reformed Church, Ewell
Contact: Age Concern Office, Tel: 01372 732456 - Transport provided.

MEN'S CLUB

Run by Age Concern Epsom & Ewell
Meet first Wednesday afternoon of every month 2 – 4 pm
Longmead Centre, Sefton Road, Epsom
Contact: Mr Michael Godliman, 58 Stoneleigh Park Road, Ewell, KT19 0QY
Tel: 020 8393 4327

APPENDIX

Accounts for the year ending 31 March 2009

Registered Charity No 248704

STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2009

	Note	2008/9	2007/8
		£	£
Incoming Resources			
Voluntary Income		25,736	31,855
Fund Raising		2,352	4,409
Funds generated from services		25,009	21,946
Investment Income		24,013	27,136
Total incoming resources		<u>77,110</u>	<u>85,346</u>
Resources Expended			
Cost of Generating Funds		44,176	40,174
Cost of Charitable Activities		75,966	66,638
Direct Charitable Expenditure		120,142	106,812
Governance Costs		17,043	15,056
Total expended	4a	<u>137,185</u>	<u>121,868</u>
NET OUTGOING RESOURCES		(60,075)	(36,522)
Losses on Investments	6	<u>(100,833)</u>	<u>(42,444)</u>
NET MOVEMENT IN FUNDS		(160,908)	(78,966)
Total Funds at 1 April 2008		<u>639,777</u>	<u>718,743</u>
Total Funds at 31 March 2009		<u>£478,869</u>	<u>£639,777</u>

Age Concern Epsom and Ewell

BALANCE SHEET AS AT 31 MARCH 2009

	Note	2008/9 £	2007/8 £
Fixed Assets	7	3,643	1
Investments	8	472,171	622,713
Current Assets			
Sundry Debtors and Prepayments		2,325	7,101
Bank and Cash Balances		3,148	13,826
		5,473	20,927
TOTAL ASSETS		481,287	643,641
less Current Liabilities - amounts falling due within one year			
Creditors and Accruals		(2,418)	(3,864)
NET ASSETS		£478,869	£639,777
<u>Represented by Unrestricted Funds</u>			
Designated Funds: Legacy Fund	9	467,174	568,007
General Fund	9	11,695	71,770
TOTAL FUNDS		£478,869	£639,777

These financial statements have been approved by the Trustees and signed on their behalf on 27 July 2009



Richard Long
Honorary Treasurer



Peter Smith
Chairman

NOTES TO THE FINANCIAL STATEMENTS - YEAR ENDED 31 MARCH 2009**1 Accounting Policies**

- a) *Basis of Accounting:* The financial statements have been prepared under the historical cost convention (as modified by the inclusion of investments at market value) and in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in 2005.
- b) *Voluntary Income:* Legacies and Donations are brought into account only when the cash is received. Gifts in kind and services by volunteers, whilst valuable additional resources, are not brought into the financial statements.
- c) *Incoming Resources and Resources Expended:* These are accounted for on the accruals basis.
- d) *Tangible Fixed Assets:* These relate to computers. Depreciation is charged to write the assets down over 4 years.
- e) *Investments:* Investments include interest-earning bank accounts are stated at mid-market value at the balance sheet date.
- f) *Funds:* All the funds, including those classified as designated, are unrestricted. The designated funds are those earmarked by the Trustees for particular purposes.

2 Activities for generating funds include users' contributions to the Transport Scheme. Costs include car fuel allowances.

3 Included in Voluntary Income is a grant of £6,863 (2008: £13,363) and notional value of accommodation valued at £12,880 (2008: £12,140) provided by Epsom & Ewell Borough Council.

4 Resources Expended relate to the provision of services to the elderly.

a Analysis of all resources expended

	Staff Costs £	50% of Governance £	Rent & Direct £	Other Costs £	Total 2008/9 £	2007/8 £
Information and Advice	21,198	2,596	3,679	4,818	32,291	26,449
Visiting Service	22,228	2,596	3,679	4,818	33,321	30,131
Transport Scheme	2,447	2,596	1,840	4,818	11,701	7,704
Volunteers' Support	8,514	-	1,840	-	10,354	10,058
Footcare	18,469	2,596	3,900	7,510	32,475	32,470
Governance Costs	20,769	(10,384)	1,840	4,818	17,043	15,056
	<u>93,625</u>	<u>-</u>	<u>16,778</u>	<u>26,782</u>	<u>137,185</u>	<u>121,868</u>

Trustees received no remuneration during the year.

4 Resources Expended (continued)**b Staff Costs and Numbers** (including governance)

	2008/9	2007/8
	£	£
Salaries	88,364	80,353
Social Security Costs	5,261	4,427
	<u>£93,625</u>	<u>£84,780</u>
Average numbers (part-time)	9	9

5 Net Outgoing Resources

These are stated after charging:

Depreciation	1,214	nil
Independent Examination	1,410	1,400
	<u>£2,624</u>	<u>£1,400</u>

6 (Losses)/ Gains on Investments

Realised (losses)/ gains (£194,738 less £217,182 at March 2008)	(22,444)	2,037
Unrealised gains	4,605	7,138
Unrealised losses	(76,528)	(44,869)
Fund management cost	(6,466)	(6,750)
	<u>£(100,833)</u>	<u>(42,444)</u>

7 Tangible Fixed Assets - Computer Installation and Equipment**Cost**

At 1 April 2008	11,658	11,658
Additions	4,856	-
Disposals	(8,808)	-
At 31 March 2009	<u>7,706</u>	<u>11,658</u>

Depreciation

At 1 April 2008	11,657	11,657
Charge in year	1,214	-
Disposals	(8,808)	-
At 31 March 2009	<u>4,063</u>	<u>11,657</u>

Net Book Value

	<u>3,643</u>	<u>1</u>
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Age Concern Epsom and Ewell

8 Investments	2008/9	2007/8
	£	£
Government Securities	3,000	48,251
Collective Investments	413,704	546,536
Investment Cash: Bank Deposit	52,318	17,778
With Managers	3,149	10,148
	£472,171	£622,713

Analysis of Change in Year

Opening Market Value	622,713	716,862
Additions less Disposals	(106,160)	(12,140)
Increase /(reduction) in Investment Cash	27,541	(44,278)
Change in Market Value	(71,923)	(37,731)
	£472,171	£622,713

Historical Cost of Collective Investments

as at 31 March 2009	£465,263	
as at 31 March 2008		£544,069

Included in collective Investments is a European Investment Bank bond of £44067 (2008: £43979). All other investments are UK based.

9 Unrestricted Funds

	As at 1 April 2008	Net Outgoing Resources	Gains/(losses) on Investments	As at 31 March 2009
	£	£	£	£
Legacy Fund (designated)	568,007		(100,833)	467,174
General Fund	71,770	(60,075)	-	11,695
Total	£639,777	(60,075)	(100,833)	£478,869

Purpose of designated funds:

The legacy fund comprises legacies received, less amounts applied to meeting the annual deficit incurred on the General Fund and to such other purposes as the Trustees see fit. In 2008/2009 the amount applied to meeting the General Fund deficit was £nil.

These funds are required to provide regular income from investments to help the Charity provide its services to the elderly.

Age Concern Epsom and Ewell

Independent Examiner's Report to the Trustees

I report on the accounts of the charity for the year ended 31 March 2009 which are set out in the Appendix on pages 2 to 6.

This report is made solely to the charity's trustees, as a body, in accordance with the section 43 Charities Act 1993. Our work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in this 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 charity and the charity's members as a body, for our work, for this report, or for the opinions we have formed.

Respective responsibilities of the Trustees and Examiner

The Charity's Trustees are responsible for the preparation of the Accounts. The Charity's Trustees consider that an audit is not required this year under Section 43(2) of the Charities Act 1993 and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under Section 43(3)(a) of the 1993 Act);
- follow the procedures laid down in the General Directions given by the Charity Commissioners (under Section 43(7)(b) of the 1993 Act), and
- 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 Commissioners. An 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 you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 41 of the Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Acthave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Mike McAllister
Target Winters Ltd
Chartered Accountants
29 Ludgate Hill
London EC4M 7JE

28 July 2009