

COUNSEL AND CARE FOR THE ELDERLY

**Registered charity
Company limited by guarantee**

**REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2009**

Company Registration Number 645708
Charity Registration Number 203429

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COUNSEL AND CARE FOR THE ELDERLY
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST MARCH 2009

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COUNSEL AND CARE FOR THE ELDERLY
REPORT OF THE COUNCIL
FOR THE YEAR ENDED 31ST MARCH 2009

The Council presents its report and financial statements for the year ended 31st March 2009.

REFERENCE AND ADMINISTRATIVE DETAILS

Council Members	Miss Davina Hodson (President) Mr Sushil Radia (Chairman) Miss Pamela Hibbs CBE (Deputy Chairman) Mr Antony Cox (Treasurer) Mrs Valerie Barrow Dr Clive Bowman Mr Malcolm Dean Dr Tom Denning Mr John Dennis Mr Marc Dight Mr Brian Dowling Mrs Joceline Graham Ms Alison Knapp Mr Rupert Symons Dr Stephen Webster
Charity Registration Number	203429
Company Registration Number	645708
Chief Executive	Mr Stephen Burke
Registered Office	Twyman House 16 Bonny Street London NW1 9PG
Auditors	haysmacintyre Fairfax House 15 Fulwood Place London WC1V 6AY
Bankers	Royal Bank of Scotland London Camden Town Branch 189-191 Camden High Street London NW1 7BP
Solicitors	Farrer & Co 66 Lincoln's Inn Fields London WC2A 3LH
Website	www.counselandcare.org.uk

COUNSEL AND CARE FOR THE ELDERLY

REPORT OF THE COUNCIL (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

The financial statements have been prepared in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005, applicable law and the charity's governing document.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Members of the Council during the year, who are directors as defined by the Companies Act 1985, were as follows:

Miss Davina Hodson	President
Mr Sushil Radia	Chairman
Miss Pamela Hibbs CBE	Deputy Chairman
Mr Antony Cox	Treasurer

Kina, Lady Avebury (stepped down September 2008)
Mrs Valerie Barrow
Dr Clive Bowman
Mr Malcolm Dean
Dr Tom Denning
Mr John Dennis (appointed September 2008)
Mr Marc Dight

Mr Brian Dowling
Mrs Francoise Findlay (stepped down September 2008)
Mrs Joceline Graham
Ms Alison Knapp
Mr Rupert Symons
Dr Stephen Webster

Council Members are elected annually at the charity's Annual General Meeting. Sushil Radia was elected as Chairman in September 2008 and we are grateful to Pam Hibbs for her four years' service as Chairman from 2004-8. The full Council meets three times a year. Six members serve on the Finance and General Purposes Committee which meets four times a year, as do the Fundraising and Income Generation Committee and the new Policy and Advice Committee. All the members serve in a voluntary capacity and bring a range of expertise and experience. New Council members undergo a one-to-one induction with the chairman and chief executive covering their role and responsibilities, operational issues and formal information such as the Memorandum and Articles of the charity. As part of their ongoing training, members are kept up-to-date with governance issues and attend training and seminars where possible. Council members have an annual away day to review and develop the charity's strategic plan.

Risk Assessment

The Council has put in place a process for identifying the major risks to which the charity is exposed. The level of each risk has been evaluated and the controls that are in existence to manage those risks have been established. The risk assessment process is subject to ongoing review and each year is comprehensively reassessed and rectified, strengthening the effectiveness of the controls where practicable. The system of control is designed to manage rather than eliminate risks and cannot provide absolute assurance against any loss.

OBJECTIVES, PRINCIPAL ACTIVITIES AND ACHIEVEMENTS

Counsel and Care is the national charity working with older people, their families and carers to get the best care and support. We provide personalised, in-depth advice and information, which informs our research and campaigning. (The Charity's full legal name is Counsel and Care for the Elderly)

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'. These requirements are addressed in this report.

A review of the work of Counsel and Care is contained in this report, together with an outline of our future plans. The review aims to demonstrate how Counsel and Care has made a difference in the last year.

In 2008-9 the charity has delivered 'more for less', which is particularly important given the economic climate. While spending in 2008-9 was held to the same level as 2007-8, we helped more older people, their families and carers and raised our profile and influence. Even though legacy income in 2008-9 was low compared to previous years, we were able to increase income through fundraising, membership and particularly income generation through contracts with local authorities and partnerships. This is enabling us to develop the capacity of our advice service to handle more enquiries in the future. The feedback from people using our advice service continues to be very positive, as reflected in this report, and we are enhancing our monitoring and evaluation to better demonstrate our impact. At the same time our expenditure does not capture the full extent of our activities and impact – our partnership working and campaigning, joint events and First Stop Advice, for example, are not reflected in these accounts because expenditure has been incurred through other organisations.

COUNSEL AND CARE FOR THE ELDERLY

REPORT OF THE COUNCIL (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

OBJECTIVES, PRINCIPAL ACTIVITIES AND ACHIEVEMENTS (continued)

Advice, Information and Support

Our unique advice service has helped more older people, their families and carers in the last year. We reach some 250,000 people a year through our advice line, our website, and our guides and publications.

In the year to March 2008 we changed the way the advice line operates, creating a two-tier system to increase our capacity to take enquiries and undertake casework. This change has enabled us to deal with 35% more calls compared to two years ago and has reduced the number of unanswered calls.

We provide expert telephone advice to help older people and their carers, get the care and support they need. The calls are often lengthy given the complexity of the community care system. We provide enquirers with a tailored letter setting out the advice and information provided on the telephone. We assist enquirers on a casework basis until their issues are resolved. Feedback from service users demonstrates a high level of satisfaction with the service.

In addition in August 2008 we launched First Stop Advice which offers a single gateway to information and advice for older people and their carers on their care, housing and finance options, in partnership with Help the Aged, Elderly Accommodation Counsel and NHFA.

We have developed more of our guides to help older people, their families and carers. New subjects include guides on NHS continuing healthcare and sensory loss, as well as a series of factsheets on legislation about treatment of property and deprivation of capital if you are in a care home. We also produced a book, Caring for Loved Ones in Old Age, which is on sale in bookshops, through the Daily Telegraph and online, and a number of fully revised publications to improve the quality of care homes. Our popular care home handbook has been fully revised and will be relaunched in late 2009.

All our guides and a range of other information and advice are available via our website. Increasingly this is the first point of call for people contacting Counsel and Care. We also launched an online store selling a range of aids and equipment to help older people in and around the home.

In 2008 we ceased to provide Single Needs Grants up to £250. In 2007-8, we received 311 applications and agreed 71 grants; before the grants were ended, in 2008-9 we made 44 one-off payments to older people on low incomes help pay for essential items, such as equipment and housing repairs. We stopped these grants because of the lack of funding and the cost of assessing and making payments.

Table A below shows the increase in the number of telephone enquiries to our advice service in 2008-9 compared to 2007-8. The fall in the number of guides or factsheets requested reflects the increasing number of people visiting our website to obtain information directly. The most frequently raised issues are reflected in Table B.

Table A: Advice Service enquiries and information requests

Total Number of	2007-8	2008-9
Telephone enquiries	2,330	2,494
Factsheets requested	3,897	2,390
Enquiries by letter	43	184
Enquiries by email	196	213

COUNSEL AND CARE FOR THE ELDERLY

REPORT OF THE COUNCIL (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

OBJECTIVES, PRINCIPAL ACTIVITIES AND ACHIEVEMENTS (continued)

Table B: Top ten issues raised with Counsel and Care's Advice Service in 2008-9

1	Information	About NHS Continuing Care funding
2	Care Home funding	Third party top ups
3	Mental health	Mental capacity – managing a person's finances
4	Self-funders	Information about paying care home fees
5	Formal complaints system	To the council
6	Assessment	Eligibility criteria issues
7	Charitable assistance	Needing help to buy essential household items
8	Carers' issues	Respite issues
9	Hospital discharge	Problems with discharge
10	Home community support	Eligibility Issues

Feedback from people using Counsel and Care's advice service

'Excellent concise information provided (both leaflets and telephone advice given). It was also very useful to be able to book a telephone appointment, and within such a short period of time.'

'After struggling with the information and access (sic) provided by social services – which was like trying to piece together a puzzle, in which half the staff couldn't advise on basic information, I wish I had contacted Counsel and Care earlier.'

'Thank you for the advice on organisations for holocaust survivors which has given my mother a good deal of comfort, both emotionally and practically – so that she will hopefully no longer be condemned to a life of velveteen chairs, plastic flowers, and bingo playing - which is so alien to her, and I suspect many older people's backgrounds, however well intentioned.'

'The adviser was professional, understanding and extremely helpful when I spoke to her, and the guides she sent clarified the situation. I didn't know Counsel and Care existed until I read about you in Yours Magazine, by which time my independent 99 year old mother had already been admitted to a residential home and I had agreed to top up.'

'Excellent service, very helpful advisers which made a stressful situation easier to deal with. Many thanks.'

'Just a personal note to thank you for your helpful advice and understanding when I spoke to you concerning my mother's residential care and top up fees. I didn't realise Counsel and Care existed but with hindsight everything happened so quickly I felt as if I was on a treadmill and couldn't get off! I can manage out of my pension at the moment and I feel, with hindsight, that guilt from placing her in a home and the speed with which it all happened, led to me not being as astute as I should have been. Many, many thanks for your kindness and advice, it was so helpful and reassuring to talk to an independent, professional person.'

'I found the adviser to be caring, concerned, and so helpful, giving me all the phone numbers I needed and telling me what I could do which enabled me to resolve the situation and also sent me all the helpful information guides, which arrived the next day! I had been very upset and had been dealing with an uncaring, unhelpful and an aggressive person, so thank you and thank you for this very helpful and caring team.'

Projects and research

The last year saw the completion of several projects and research activities, taking forward issues raised by older people and their carers through our advice service. We completed a research project on end-of-life care planning in care homes to identify and share good practice. The research outcomes and a good practice guide for care homes were published in summer 2008. We also continued to distribute guides from our direct payments project as well as reports on nutrition and activities in care homes.

We have undertaken two new projects. VotingAge has developed an older people's manifesto, following consultation on what older people want in all the political parties' manifestos in the lead up to the next general election. The final manifesto is due to be published in May 2009 and will be widely disseminated before the election. VitalLinks is developing a national network of local befriending schemes to help them tackle the loneliness and isolation faced by growing numbers of older people. The network will be supporting and promoting befriending schemes.

COUNSEL AND CARE FOR THE ELDERLY

REPORT OF THE COUNCIL (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

OBJECTIVES, PRINCIPAL ACTIVITIES AND ACHIEVEMENTS (continued)

Policy and Communications

Our influencing work led by the Policy and Communications Team goes from strength to strength. The team is responsible for shaping national policy, responding to national initiatives, raising our profile in the media, networking and developing our communications.

The last year has been particularly busy as Government prepares a Green Paper on the future of care and a new strategy for an ageing society; it also published the national carers strategy and strategies on end of life care, dementia care and housing in an ageing society. Counsel and Care has been represented on a number of Government taskforces covering the green paper, the care workforce, and third sector development. Counsel and Care published a series of policy papers to influence the green paper, highlighting the case for change and setting out a vision for a new care system, as well as focusing on lessons from reform in Japan.

Counsel and Care provides the secretariat to two networks, the Coalition for Quality in Care and CCC, sits on several other umbrella bodies and works closely with other national organisations to achieve our aims. In 2008 Counsel and Care joined with Help the Aged and Carers UK to create the Right care Right deal campaign to influence the forthcoming care Green Paper and beyond.

Counsel and Care's media profile is growing with an increasing number of positive mentions in the national media, regularly reaching audiences of seven million plus a month. Our website is attracting substantial numbers of visitors (see Table C) and content is regularly refreshed and added to. Our quarterly newsletter, Generations, is circulated to growing numbers of members, supporters, policymakers and media. Our corporate identity, introduced in 2006, is now widely recognised and has helped raise awareness of Counsel and Care among a wide range of stakeholders.

Table C: Counsel and Care's website

2007-8	2008-9
Hits	Hits
Number of Visitors – 195,871	Number of Visitors – 191,552
Factsheets downloaded 16,345	Factsheets/guides downloaded 23,316
Care Home Guides	Care Home Guides (new edition being prepared)
10,951	8,929
Publications 5,425	Publications 5,603

We have been represented at events run by other national organisations and organised our own series of national conferences. These included conferences on housing and care, funding and transformation of care, and our annual conference featuring Government and Opposition speakers and attracting large audiences on the day and through subsequent web coverage. We were also one of nine national charities involved in organising Carers Week in June 2008.

Our most high profile event was the annual Graham Lecture given in September 2008 by Rt Hon David Blunkett MP, together with awards recognising the importance of good neighbours, all kindly hosted by Merrill Lynch. The lecture and awards took place during ElderCare Week organised by Counsel and Care.

Grant Policy

In 2008 the charity ceased to administer grants on behalf of various charitable trusts and other organisations to or on behalf of individuals. Such grants were awarded by the charity within parameters set out by those trusts and organisations.

COUNSEL AND CARE FOR THE ELDERLY

REPORT OF THE COUNCIL (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

FUNDRAISING AND INCOME GENERATION

We developed our fundraising strategy, which builds on our supporter base and recognises the need to diversify our funders, seek longer term funding and generate our own income in the future. The strategy focuses on donor development, encouraging supporters to give money in new ways and to plan legacies. We got new longer term funding, particularly from trusts, foundations and partner organisations. Our winter and summer appeals also raised significant sums.

2008-9 saw a doubling of income generated through selling services and partnership agreements to more than £180,000. A major new development has been marketing our advice service to local authorities to help them deliver universal information and advice to their older residents and carers. Contracts have been secured with Westminster City Council and Hampshire County Council as part of the drive to transform adult social care.

FUTURE PLANS

Counsel and Care's strategic plan sets out how we intend to achieve our mission of working with older people, their families to get the best care and support for carers over the next three years.

By 2011, our aim is that Counsel and Care is known as:

- the people to go to for the best possible personal advice and information on care and support for older people and their carers
- the leading independent national charity for older people, their families and carers
- the experts campaigning on the future of care and support for older people and their carers, informed by our advice service

Our ageing population means that Counsel and Care is needed more than ever in our 55 year history. The increasing numbers of older people and their families have growing expectations and greater demands for better care. They also want more from organisations like Counsel and Care - not just to help them through the care system but to maximise their choices, access new services as more older people pay for their own care services, and change the care system for the better. At the same time we face growing financial pressures to make the most of our resources and to generate new income.

A look back at what we have achieved over the last two years shows that we have achieved a lot with limited resources:

- a new model for delivering the advice service, increasing our capacity while maintaining the unique quality of service
- we now reach some 250,000 people a year through our website, information and guides, and unique advice line
- we published our new book on care, promoting the book and our advice service with ElderCare Week now becoming an annual fixture in early September
- our annual Graham lecture, debate and awards in 2008 were the biggest and best yet, as part of a growing series of conferences and events
- our work supporting carers is higher profile with Carers Week in June, the care vouchers campaign and lobbying for the new national carers strategy
- our policy papers and our annual survey of charging and eligibility criteria have helped influence the future of care
- working with other organisations through the Caring Choices coalition and the Right care Right deal campaign, we are helping to shape the future funding of care

All this has been done within very tight resources. We have had several relatively lean years of legacies but we have also increased our income in the last four years. We are in a stronger position to increase income further with our Fundraising Manager and Development Manager both well established in post, building relationships with individual donors, funders and partners. We have support from Futurebuilders to increase the capacity of our advice service and to win and deliver more public service contracts, particularly with local authorities.

Much more needs to be done to achieve our aims by 2011. Our key objectives are:

- increasing the capacity of our advice service to deliver contracts and support local agencies as a hub
- developing FirstStop advice service
- ensuring that care for older people is high up the agenda, working with government on developing a long term settlement on funding care
- highlighting what older people want in the lead up to the next general election through the VotingAge project
- developing fundraising and income generation, staff, IT, premises and other resources
- reviewing communications (particularly the use of interactive/web) and branding

COUNSEL AND CARE FOR THE ELDERLY

REPORT OF THE COUNCIL (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

FUTURE PLANS (continued)

Older people and their families want more choice and control, better information and advice, and more independent quality services that they can access directly themselves. Development of our advice service strengthens our position, yet too many people still say 'I wish I had known about Counsel and Care before'.

It is critical that we maintain our unique focus on the care and support of older people, particularly those who are more vulnerable. We need to be clear about what we can do as a small organisation with limited resources by working with our strategic plan and its action plan with specific goals and targets that we can measure and evaluate. To deliver our ambitions by 2011 requires focused action. The key continues to be securing longer term funding for developing the advice service and FirstStop, for our policy and communications, and for investing in premises, IT and staff.

FINANCIAL REVIEW

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting by Charities. During the year the resources held on unrestricted funds increased by £70,172 (2008: increased by £675).

Legacies receivable during the year amounted to £17,267 compared with £128,824 in 2007-8. This big drop was partially explained by delays in receiving legacy income, which should increase legacy income in 2009-10.

At 31st March 2009, unrestricted reserves amounted to £78,438 (2008: £8,266) and, in addition, the charity held funds of £53,660 (2008: £102,862) provided by other organisations and agencies which are restricted to particular purposes. We have invested in fundraising and income generation which we anticipate will bring in extra resources in 2009-10 and future years.

Reserves policy

It is the view of the Council that the charity should endeavour to maintain a balance on unrestricted funds equivalent to six months' expenditure on staff costs, overheads (including publicity) and central expenses which is in the region of £500,000. Council is aware that the measures taken to improve funding have not yet achieved the stated policy. In the coming year we hope that our fundraising and income generation strategy will move us closer to our reserves target.

RESPONSIBILITIES OF COUNCIL MEMBERS

Company and charity law requires the Council Members, as directors and trustees, to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the results for that year. In preparing those financial statements, the Council Members are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- follow applicable accounting standards, 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 charitable company will continue in operation.

The Council Members are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

As Directors we also confirm that we have made all necessary enquiries and taken such steps that we ought to, to ensure that we become aware of any relevant audit information and that we confirm that the company's auditors have been made aware of such information.

COUNSEL AND CARE FOR THE ELDERLY

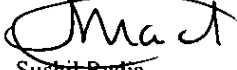
REPORT OF THE COUNCIL (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

AUDITORS

The auditors, haysmacintyre, have expressed their willingness to continue in office and a resolution proposing their re-appointment will be put to the forthcoming Annual General Meeting.

Approved by the Council on 23rd July 2009 and signed on its behalf by:


Sushil Radia
Chairman

Twyman House
16 Bonny Street
London NW1 9PG

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS

OF COUNSEL AND CARE FOR THE ELDERLY

We have audited the financial statements of Counsel and Care for the Elderly for the year ended 31 March 2009 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charitable company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

As described in the Statement of Trustees' Responsibilities, the charity's trustees are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The Trustees are also directors of Counsel and Care for the Elderly for the purposes of company law.

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

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

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

Basis of audit opinion

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

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

Opinion

In our opinion the financial statements:

- give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the charitable company's affairs as at 31 March 2009 and of its incoming resources and application of resources in the year then ended;
- have been properly prepared in accordance with the Companies Act 1985; and
- the information given in the Trustees' Report is consistent with the financial statements.


haysmacintyre
Chartered Accountants
Registered Auditors

.....23 July..... 2009

Fairfax House
15 Fulwood Place
London
WC1V 6AY

COUNSEL AND CARE FOR THE ELDERLY
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2009

	Notes	Unrestricted Funds £	Restricted Funded Projects £	Total 2009 £	Total 2008 £
Incoming Resources					
<i>Incoming resources from generated funds:</i>					
Voluntary income	3	237,560	-	237,560	325,707
Activities for generating funds		179,840	-	179,840	91,945
Investment income		1,483	-	1,483	3,186
<i>Incoming resources from charitable Activities:</i>					
Advice Services to older people		-	423,237	423,237	369,672
Policy and Communications		-	25,750	25,750	57,667
Total incoming resources		418,883	448,987	867,870	848,177
Resources expended					
<i>Costs of generating funds:</i>					
Fundraising costs	5	102,957	-	102,957	115,977
<i>Charitable expenditure:</i>					
Advice Services to older people	5	42,492	446,637	489,129	484,997
Policy and Communications	5	168,525	51,552	220,077	211,948
<i>Governance costs</i>	5	34,737	-	34,737	35,058
Total resources expended		348,711	498,189	846,900	847,980
Net incoming/(outgoing) resources for the year		70,172	(49,202)	20,970	197
Funds at 1st April 2008		8,266	102,862	111,128	110,931
Funds at 31st March 2009		£78,438	£53,660	£132,098	£111,128

All operations of the charitable company continued throughout both years and no operations were acquired or discontinued. The charitable company has no other recognised gains and losses other than those stated above. The surplus for the year for Companies Act 1985 purposes is £20,970 (2008: surplus £197). The accompanying notes are an integral part of the accounts.

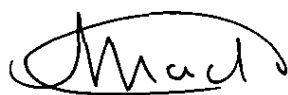
COUNSEL AND CARE FOR THE ELDERLY

BALANCE SHEET

AT 31ST MARCH 2009

	Notes	Unrestricted Funds £	Restricted Funded Projects £	Total 2009 £	Total 2008 £
FIXED ASSETS					
Tangible assets	6	8,906	1,859	10,765	15,657
CURRENT ASSETS					
Stock		4,695	-	4,695	7,616
Debtors	7	93,693	80,623	174,316	119,595
Cash at bank and in hand		35,313	(21,299)	14,014	84,454
		133,701	59,324	193,025	211,665
CREDITORS: amounts falling due within one year	8	(64,169)	(7,523)	(71,692)	(116,194)
NET CURRENT ASSETS		69,532	51,801	121,333	95,471
TOTAL NET ASSETS		£78,438	£53,660	£132,098	£111,128
FUNDS AND RESERVES		£78,438	£53,660	£132,098	£111,128

Approved by the Council and authorised for issue on 23rd July 2009 and signed on its behalf by:



Sushil Radia
Chairman



Antony Cox
Treasurer

COUNSEL AND CARE FOR THE ELDERLY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2009

1. CONSTITUTION

Counsel and Care, whose full title is Counsel and Care for the Elderly, is a registered charity and a company limited by guarantee and does not have a share capital. It is licensed by the Secretary of State for the Department for Business Innovation & Skills to omit the word "limited". In the event of the charity being wound up, members are required to contribute an amount not exceeding £1.

2. ACCOUNTING POLICIES

Basis of preparation

The financial statements are prepared under the historical cost convention and in accordance with applicable Accounting Standards, the Statement of Recommended Practice: Accounting by Charities (SORP 2005) issued March 2005 and the Companies Act 1985.

Fund accounting

General unrestricted funds comprise accumulated surpluses and deficits on general funds. They are available for use at the discretion of the Council in furtherance of the general charitable objectives of Counsel and Care.

Restricted funds are funds subject to specific conditions imposed by the donors (see note 9).

Funded Projects and Grants

The charity carries out projects specifically funded by other organisations and administers funds on behalf of other charities and trusts. It also receives funding towards the salaries and overhead costs of the services provided to older people. The sums received are treated as restricted funds and are credited to the Statement of Financial Activities upon receipt.

Incoming resources

Incoming resources from donations and grants are treated as income when the funds are received, unless the existence of a legal binding commitment warrants the receivable basis being applied. Gifts in kind have been included within donations at a best estimate of the cost that would have been incurred by the charity.

Legacies are treated as receivable when notification of the bequest has been received and there is certainty of the receipt and the amount is quantifiable. Income from legacies includes, where applicable, income earned during the period of administration of the testator's estate.

Other income is generally included on a receivable basis.

COUNSEL AND CARE FOR THE ELDERLY

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

2. ACCOUNTING POLICIES (continued)

Tangible fixed assets

Tangible fixed assets are stated at cost net of depreciation and any provision for impairment. Depreciation is provided on all tangible fixed assets, at rates calculated to write off on a straight line basis, the cost less estimated residual value, of each asset over its useful life, as follows:

Leasehold improvements	- 10% (or over the life of the lease, whichever is shorter)
Furniture and fittings	- 20%
Computers and office equipment	- 25%

Stocks

Stocks of publications are stated at the lower of cost and net realisable value.

Cash flow statement

A cash flow statement has not been prepared as the charitable company has taken advantage of the small companies' exemption afforded by Financial Reporting Standard No. 1 (revised).

3. VOLUNTARY INCOME	2009 £	2008 £
Donations	220,118	196,733
Legacies	17,267	128,824
Miscellaneous	175	150
	<u>£237,560</u>	<u>£325,707</u>
4. STAFF COSTS	2009 £	2008 £
Staff costs during the year were as follows:		
Salaries	495,237	437,751
Social security costs	48,807	43,427
Pension and life assurance costs	28,670	23,728
	<u>£572,714</u>	<u>£504,906</u>

COUNSEL AND CARE FOR THE ELDERLY

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

STAFF COSTS (continued)

	2009	2008
The average number of employees during the year was as follows:	Number	Number
Advice services to older people	8	7
Fundraising for voluntary income	1	1
Policy and Communications	3	3
Administration and Finance	5	5
	<u>17</u>	<u>16</u>

Staff costs of the administration and finance department have been allocated to providing services to older people, policy and communications, and fundraising. Total staff costs have been allocated in the Statement of Financial Activities as follows:

	2009	2008
	£	£
Advice services to older people	356,991	316,804
Fundraising for voluntary income	86,648	76,614
Policy and Communications	105,474	88,594
Governance costs	23,601	22,894
	<u>£572,714</u>	<u>£504,906</u>

The Council Members neither received nor waived any emoluments during this year or the prior year. The Council Members did not receive any reimbursed expenses.

5. RESOURCES EXPENDED	Staff Costs	Direct costs	Support Costs	Administered Grants	Total 2009	Total 2008
	£	£	£	£	£	£
<i>Costs of generating funds:</i>						
Fundraising for voluntary income	86,648	6,525	9,784	-	102,957	115,977
<i>Charitable expenditure:</i>						
Advice services to older People	356,991	19,856	92,292	19,990	489,129	484,997
Policy and Communications	105,474	79,651	34,952	-	220,077	211,948
Governance costs	23,601	-	11,136	-	34,737	35,058
	<u>£572,714</u>	<u>£106,032</u>	<u>£148,164</u>	<u>£19,990</u>	<u>£846,900</u>	<u>£847,980</u>

COUNSEL AND CARE FOR THE ELDERLY

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

5. RESOURCES EXPENDED (continued)

5a	DIRECT COSTS	Publicity & other costs £	Development Costs £	Funded projects external charges £	Total 2009 £	Total 2008 £
	<i>Costs of generating Funds:</i>					
	Fundraising for voluntary income	1,423	5,102	-	6,525	25,908
	<i>Charitable expenditure:</i>					
	Advice services to older people	-	17,004	2,852	19,856	38,836
	Policy and Communications	59,784	3,423	16,444	79,651	76,570
		<u>£61,207</u>	<u>£25,529</u>	<u>£19,296</u>	<u>£106,032</u>	<u>£141,314</u>
5b	SUPPORT COSTS ALLOCATION	Office Costs £	Finance and IT £	Management and Admin £	Total 2009 £	Total 2008 £
	<i>Costs of generating funds:</i>					
	Fundraising for voluntary income	5,693	2,582	1,509	9,784	13,455
	<i>Charitable expenditure:</i>					
	Advice services to older people	51,233	23,239	17,820	92,292	99,301
	Policy and Communications	17,078	7,746	10,128	34,952	46,784
	<i>Governance costs</i>	-	-	11,136	11,136	12,164
		<u>£74,004</u>	<u>£33,567</u>	<u>£40,593</u>	<u>£148,164</u>	<u>£171,704</u>

The expenditure has been allocated on the following basis:
Support costs on staff numbers
Re-allocation of Administrative costs on salary allocation

5c	ADMINISTERED GRANTS	2009 £	2008 £
	Single need payments	11,017	21,161
	Recurrent payments	8,973	8,895
		<u>£19,990</u>	<u>£30,056</u>

All payments were made to or on behalf of individuals. 44 single needs payments in 2008-9 awarded compared to 71 in 2007-8 as this service has now been stopped due to lack of funding.

COUNSEL AND CARE FOR THE ELDERLY

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

6. TANGIBLE FIXED ASSETS

	Leasehold improvements £	Furniture and fittings £	Computer and office equipment £	Total £
COST				
At 1st April 2008	42,173	31,867	81,468	155,508
Additions	-	1,393	-	1,393
At 31st March 2009	42,173	33,260	81,468	156,901
DEPRECIATION				
At 1st April 2008	42,173	21,662	76,016	139,851
Charge for the year	-	3,481	2,804	6,285
At 31st March 2009	42,173	25,143	78,820	146,136
NET BOOK VALUE				
At 31st March 2009	£-	£8,117	£2,648	£10,765
At 31st March 2008	£-	£10,205	£5,452	£15,657

Certain leasehold improvements and some computer equipment have been financed by outside funders as individual projects. The net book value of these assets at 31st March 2009 amounted to £1,859 (2008: £3,004) and has been included within restricted funds in the balance sheet.

7. DEBTORS

	2009 £	2008 £
Income tax recoverable	2,211	5,139
Other debtors	155,710	85,001
Prepayments and accrued income	16,395	9,509
Legacies receivable	-	19,946
	<u>£174,316</u>	<u>£119,595</u>

8. CREDITORS: amounts falling due within one year

	2009 £	2008 £
Trade creditors	50,399	100,887
Social security and other taxes	21,293	15,307
	<u>£71,692</u>	<u>£116,194</u>

COUNSEL AND CARE FOR THE ELDERLY

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

9. RESTRICTED FUNDS	Balance 1st April 2008 £	Income 2008-09 £	Expenditure 2008-09 £	Balance 31st March 2009 £
Funded Projects				
Older People's Care and Support	31,194	25,000	51,837	4,357
Independent Age	224	750	974	-
	<u>£31,418</u>	<u>25,750</u>	<u>52,811</u>	<u>4,357</u>
Grants				
Administered Grants	3,419	17,846	19,990	1,275
Advice Services	68,025	405,391	425,388	48,028
	<u>£71,444</u>	<u>423,237</u>	<u>445,378</u>	<u>49,303</u>
Total	<u>£102,862</u>	<u>£448,987</u>	<u>£498,189</u>	<u>£53,660</u>

Older People's Care and Support

Funding to research and develop policy and services and disseminate good practice in involving older people in shaping services and improving care and support.

Independent Age

Funding to maintain the Coalition for Quality of Care's website.

Administered Grants

Grants received from various charitable trusts and other organisations to enable payments to be made to or on behalf of individuals determined within parameters set out by those trusts and organisations.

Advice Services

Grants received from various organisations as a contribution towards salaries and overhead costs of delivering and developing the advice service.

10. FINANCIAL COMMITMENTS	2009 £	2008 £
Operating leases		
Annual commitments under non-cancellable operating leases are as follows:		
Land and buildings		
Expiry between 2 – 5 years	<u>£61,600</u>	<u>£52,206</u>
Other		
Between 2 – 5 years	<u>£2,780</u>	<u>£3,280</u>

11. CCE (COMMERCIAL) LIMITED

CCE (Commercial) Limited has an issued share capital of two shares of £1 each, neither of which are owned by the charity, but all its Directors are Council Members. The Company was incorporated in order that it may carry out trading activities for the benefit of the charity but it is currently dormant. Its assets and liabilities are immaterial in amount and accordingly the accounts have not been consolidated with those of the charity.

COUNSEL AND CARE FOR THE ELDERLY

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31ST MARCH 2009

12. ACKNOWLEDGEMENT OF GRANTS

The charity wishes to record individually the following grants received during 2008-09:

Big Lottery

Funding for the FirstStop Advice project

BUPA

Funding for the Advice Service

Comic Relief

Funding the Voting Age project

The Charles Hayward Foundation

Contribution to the VitalLinks project

The City Bridge Trust

Advising older Londoners

The Drapers Charitable Trust

Contribution to the Development Manager's post

The Freemasons' Grand Charity

To develop three guides

Garfield Weston Foundation

Contribution to the Advice Service

Henry Smith Charity Trust

Contribution to the Advice Service

The Herbert & Peter Blagrove Charitable Trust

Contribution to the Advice Service

The John Ellerman Foundation

Funding for the Senior Policy and Communication Officer's post

The Lloyds TSB Foundation

Contribution to the VitalLinks project

The Nuffield Foundation

Advanced Care Planning in Care Homes for Older People

The Rank Foundation

Contribution to the Advice Service

The Tudor Trust

Funding for the Development Manager's post

13. TAXATION

Counsel and Care is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.