18-month report and financial statements

April 2010 to end September 2011

Counsel and Care for the Elderly

Company Number: 00645708

Contents

Report of the Counsel and Care Trustee Board

Aims and objectives

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

The objects of the charity are to assist by means deemed by law to be charitable to elderly invalids who are in need of financial or other help, which they are unable to provide out of their own resources and to alleviate distress and suffering amongst elderly invalids by any means considered necessary from time to time and deemed by law to be charitable.

Prior to 29th July 2011 Trustees were referred to as Council Members, after that date they are referred to as the Trustee Board.

Activities and achievements

1. Unique advice, information and support service

A full review of the Advice Service was undertaken in 2010 and a strategic development plan for doubling the capacity of the Advice Service over the next three years was presented to the Counsel and Care Council in December 2010. This plan recognised the need to increase promotion of the Advice Service incrementally whilst maintaining and developing its response capability and effectiveness.

The relationship with FirstStop Advice changed during 2010 to make best use of partnership working. Having been a founder partner of FirstStop Advice, Counsel and Care became a service delivery partner providing in-depth advice on care issues for enquirers to FirstStop. The Counsel and Care Advice Service has generally received 30 to 40% of enquiries from other national and local advice agencies.

Table 1: Advice Service enquiries and information requests

Total number of	April 2009 - March 2010	April 2010 - March 2011	April 2011 - September 2011
Telephone enquiries	2,968	3,112	1,776
Enquiries by letter	41	45	15
Enquiries by email	309	387	179

We responded to more than 3,000 telephone enquiries in the 12 months ending March 2011 (a 5% increase on the previous year), of which just under half (1,498) were about more complex issues, requiring further research and more detailed in-depth responses. We also responded to 626 emails and letters in the 18 months ending September 2011.

Table 2: Top 10 issues raised with the Advice Service 2010-2011

1	Self-funders and care home fees
2	Assessment and eligibility criteria issues
3	Mental health - capacity, finance and care decisions
4	Complaints about local authority services
5	Information about statutory home care services
6	Third party top-ups
7	Deprivation of capital and care home funding
8	Information about NHS Continuing Care funding
9	Information about Attendance Allowance
10	Information about Pension Credit

Table 3: Website

	April 2009 - March 2010*	April 2010 - March 2011*	April 2011 - September 2011*
Number of visitors	205,665	(page views) 259,617	(page views) 88,806 (unique visits) 18,620
Factsheets, publications and guides downloaded	14,509	18,264	2,586

Counsel and Care launched a new website in September 2010 with improved accessibility and navigation, thanks to the support of the Clothworkers Foundation. We currently produce 39 guides, nine factsheets, a care home handbook and a number of other publications for members of the public and professionals.

*Calculation of website statistics has been revised since April 2011 to reflect industry norms. Data before April 2011 may not be directly comparable with data thereafter.

Feedback from users of the Advice Service

'Thank you for your help in achieving success in this case. Its greatest effect is that my wife (who is physically frail but fully compos mentis) is now in better health than she has been since she entered the nursing home nearly five years ago, because she now knows that her future is secure.'

'The information was extremely helpful to me in terms of supporting what I believed to be the case. It was information that I would not have found myself without the help of someone who seemed to be expert in the field . the adviser called me back a second time with additional helpful info.'

'... gave me the courage to take on social services in a calm and informed way . the help and advice I received was excellent. Sadly, although I won my battle with social services my father passed away 13 days after going into care '

'Have access to website at home and found it useful. However, being able to speak to one of your advisers - invaluable.'

'The adviser helped me prioritise the questions to ask social services. She explained the process of assessments and explained my father's rights She gave me confidence in advocating for him... Thank you!'

'Gave me confidence to tackle social services by providing chapter and verse of law/guidance.. '

'It has been a nightmare for us but the advice was perfect - brilliant! We surprised them with the information we knew, such as that third party top up is not an arbitrary rate as they had tried to tell us Counsel and Care have done everything for us. We are confident in your advice.'
'The advice worker emailed some really useful documents that would have taken me ages to find myself. He was very helpful and willing to chat to me and to follow-up. My situation was improved at least in the short term - it was great to have someone to turn to during a very difficult period He got it right away, and gave me what I needed to navigate through the issues I was facing.'

'It has been a stressful time and I am glad that there are organisations like yours that are here to support people at such times.'

1. Campaigning for better care, influencing and public awareness

Projects

The development of the VitalLinks network of befriending services continued throughout 2010 with a series of successful regional events promoted to more than 300 befriending schemes on our database Preparatory work was undertaken to pilot the website for use by members of the public wanting to find befriending services in their local area

This complemented our work with three other charities: Age UK Oxfordshire, Independent Age and WRVS. Together we launched the Campaign to End Loneliness in February 2010. Funded by the Calouste Gulbenkian Foundation, the coalition aims to raise awareness about loneliness amongst older people and to promote practical local action to reduce it.

During its first year the campaign has been successful in raising awareness of loneliness as a health issue and in attracting significant media and older-age sector attention to the problem. It has established a research hub and grown the partner organisations delivering projects to 20, while the broader supporter base has reached over 75 organisations from across the country

Policy and communications

In June 2011 we participated in Carers Week, *True Face of Carers* Members of Counsel and Care's policy and advice teams along with one of our service users and an ex-carer attended a reception held by Prime Minister David Cameron at Number 10, celebrating the important contribution carers make to our society. In addition we were a part of an MP speed networking event where we shared the important services provided by Counsel and Care to carers of older people

We were on the external reference group for the Dilnot Commission, feeding in to the care funding reform report, which was published in July We recommended that the Government develop a new advice and information strategy to ensure better provision of national and local information services. We are undertaking a campaign with Independent Age to ensure that the Government includes quality information and advice provision in the upcoming Social Care White Paper and the subsequent bill.

We submitted a letter, jointly signed by us and other members of the Care and Support Alliance, urging reform of the care system, which was published in the *Daily Telegraph*. We attended a meeting with Simon Medcalf, the Department of Health lead on the Health and Social Care Bill, as part of the Care and Support Alliance. He provided an update on the government's progress and confirmed that they will give a formal response to the Dilnot report on social care funding in April 2012

As the secretariat for the APPG on Housing and Care for Older People, chaired by Lord Best, we undertook an inquiry into 'Living Well at Home'. The report was launched at the House of

Commons on 18 July 2011. Baroness Hanham spoke about the great impact the Inquiry could have on the way government approaches the intersection of housing and care for older people.

Our APPG, along with six others, put on a joint meeting with the Commission on Funding of Care and Support with cross party speakers, including Emily Thornberry MP and Lord Earl Howe. This joint APPG meeting in July was very well attended and brought to the fore important discussions about how to move forward the reform of the care and support system after the publication of the Dilnot report.

Our *Care Concerns 2011* report, *No help here*, published in March 2011 highlighted the top three reported issues to our advice service which were:

- older people being given incorrect and often illegal advice by their council
- unplanned hospital discharge, with social services not being involved in the process
- councils not declaring a standard rate for care, and imposing 'across the board' requests for third party top-ups from families.

The report stimulated the debate around the key issues affecting older people.

We continued our policy work with Independent Age and submitted joint evidence to the Commission on Improving Dignity in Care in September.

Due to the emerging strain on resources in 2011 some activities had to be either cancelled or postponed, including attendance at the political party conferences and hosting the annual Graham Lecture

Partnership working

We developed existing and new partnerships during 2010 and 2011 with organisations such as Computershare, Barchester Healthcare, Anchor and Employees Matter, working together to promote issues important to older people and highlight the importance of high-quality advice and information.

Counsel and Care are working with Partnership Assurance to influence the funding of social care. Partnership Assurance launched a new website, Paying for Care (www.payingforcare.co.uk), on 31 January 2011, an impartial and comprehensive consumer website providing information on all aspects of care funding including local authority assessments, charity helplines and access to professional, properly qualified financial advice. Any complex queries are referred directly to the Counsel and Care Advice Service.

We developed the work begun with local authorities to tailor how we could work in partnership with other organisations, such as housing associations and membership organisations, and through employee assistance

Fundraising

In 2010-11, we broadened our fundraising to develop and build on our supporter base. We developed a major donor strategy to build closer relationships with our major donors and recruit new donors. A Chairman's Reception was held in early 2011 to acknowledge our work which was successful in raising money and also developing new partnerships.

We built on our donor development work and encouraged supporters to give money in new ways and to plan legacies We developed a legacy programme and carried out a legacy survey. Our winter and summer appeals also raised significant sums.

Trust fundraising still remains fundamental to our work. We are very lucky that we have loyal supporters and funders who continued to support our work. We obtained some new funding from charitable trusts and foundations including funding towards revising our website, which was launched in Autumn 2010.

Income generation

2009 saw a growth in income generated through promoting the Advice Service as a way of adding value to the work undertaken by other organisations. A contract with Westminster City Council was renewed for 2010; the contract with Hampshire County Council continued into 2010, with a specific pilot project in the New Forest and a contract was won with the London Borough of Barnet beginning in April 2010 However, 2010-11 saw a dramatic decline in income due to the recession and government and local authority funding cuts. As a result, we were not able to win new contracts with local councils to provide information and advice to their residents, which had a big impact on our income.

Sustaining our services

Regrettably the charity was found to be in a significantly worse financial position compared with 2010, with the ambitious expectations for new income, especially from local authorities, having fallen short of expectations. As a result, the Council Members approved significant measures to reduce expenditure in the spring of 2011, which sadly included a number of redundancies and cut backs in activities, the primary aim being to safeguard the continuation of the advice service.

At the same time, the Council Members decided to investigate other options for closer collaboration or merger. Counsel and Care approached Independent Age with which it had worked for many years, having shared goals and complementary strategies.

As a result, after careful examination by both Trustee Boards and detailed due diligence processes, the decision was made to transfer the operation of Counsel and Care to Independent Age. It was agreed that this was the best option to sustain and safeguard the long-term future of the service. The reasons for this were:

- the significant alignment in strategic objectives and charitable purposes between the charities
- the opportunity not just to safeguard the advice and information service but to augment it and develop a more comprehensive service, building on the strengths of both charities
- the importance of developing and growing the service at a time when the need for personalised advice and information will only increase as people try to identify the support they need and how to pay for it
- the benefits of combining trusted advice with local signposting and befriending
- the potential to make significant savings from reducing overheads
- Counsel and Care has a significant track record in extracting broader policy messages from the evidence coming out of the advice service and it is important that this should not be lost.

As a consequence both charities carried out a detailed due diligence process exploring the compatibility of their charitable objects and any financial, legal and service issues The Trustee Boards then agreed to transfer Counsel and Care to Independent Age as Managing Trustee, with a full legal merger completed on 26 October 2011. An Extraordinary General Meeting of Counsel and Care's members voted to make Independent Age the sole member of Counsel and Care and the Council Members agreed to be replaced by three new Trustees, who also serve on the Board of Independent Age. The appropriate steps were taken with the Charity Commission and Companies House to register these governance arrangements

Throughout the process, both Boards of Trustees worked closely together to explore the best options available to both charities This included approaching a number of funders who had historically supported Counsel and Care to see if they would provide exceptional funding to support the continuation of the service during a challenging time.

We are very grateful to the trusts and foundations that have committed significant funds totalling £400,000.

- Tudor Trust - £50,000 for one year
- John Ellerman Foundation - £35,000 for the first year plus a future pledge of £70,000 over the next two years
- Rayne Foundation - £20,000 for one year
- Garfield Weston Foundation - £75,000 for one year
- Underwood Trust - £100,000 for one year
- Herbert and Peter Blagrave Trust £50,000 for one year.

These commitments made within tight deadlines demonstrated a significant amount of trust and support for which the Trustees are enormously grateful, giving a much-needed financial basis and encouragement to what was a challenging decision and process.

Despite riding a difficult storm and significant upheaval, Counsel and Care staff continued to provide a high-quality and professional advice and information service. They have kept up a significant volume of cases, working to full capacity and, through their detailed advice, have secured significant benefits for older people. In one case, the advice service secured £67,000 in back payments of care fees from a primary care trust under the NHS's continuing care responsibilities.

We are confident about our future and our ability to sustain and protect the Advice Service delivered by Counsel and Care by combining it with the benefits work carried out by Independent Age's caseworkers and benefiting from being able to do more by joining the charities together.

Our future plans

The merger of Independent Age with Counsel and Care provides a unique opportunity to develop a broader range of services for older people than any of the charities could provide separately and gives us a platform for expansion to support even more people in the future.

Counsel and Care will continue to exist as a separate charity so that we can continue to collect all donations made to it. Our services will however be run by Independent Age. We intend to transfer any future donations to Independent Age, which may be used by its Trustees to continue our services.

Our vision is a society where older people lead the lives to which they aspire and can contribute actively to their communities

Our mission is to enable older people to lead independent and fulfilling lives.

Our care support and advice to older people, their families and carers has never been more important and valuable.

The need for independent expert information and advice will be even more critical over the coming years. We are witnessing increasing demand for advice with ever more complex issues as we live longer The impact of major reforms in social care and welfare and the increasing emphasis on personalised budgets will only increase the demand for professionally delivered, quality assured advice and information services.

In this context, Independent Age's Trustees felt it was important to review the strategy going forward for the combined charity for 2012 to 2015.

It is important that the new strategy builds on the strong foundations from the merger of Counsel and Care's unparalleled social care advice with Independent Age's expertise in welfare benefits advice and befriending, which together will combine to make an even more comprehensive service.

Independent Age will also look to provide the wider benefits of Independent Age membership to Counsel and Care service users. In future, we hope to be able to offer the advice, information and befriending services of both charities to even more older people.

Our expertise in older people's issues demonstrates·

- The proven benefit of information and advice in addressing unmet need as gleaned from our individual review process with 6,000 members demonstrating the importance of personalised support
- The importance and value of the support of local volunteers and how the older people we support valued the information and advice offered by Independent Age as a 'trusted friend'
- The importance of tackling the three poverties that affect older people in today's society poverty of information, social poverty (isolation and loneliness) and financial poverty

The new combined service will offer a public-facing information and advice service for older people, their families and carers, focussing on:

- social care, including care at home, in hospital and residential care
- welfare benefits and related issues
- befriending services and other social support

This will be integrated with local support, including practical help with forms, assessments and other issues as well as one to one and group befriending schemes, provided by a network of 1,500 volunteers

Independent Age will use the knowledge gained from providing our services to help influence policy and practice to get a fair deal for older people.

As part of the strategic review, the newly-merged charity will also undertake a structural and brand review in the final months of 2011 in order to align the structure to the new vision and strategy. Our broad direction is clearly established and detailed targets and outcomes will be finalised at the end of 2011

Financial review

Counsel and Care had ambitious plans to expand their service through contracting with local authorities and other funders, but cuts in council budgets prevented this and they did not have sufficient reserves to weather the shortfall in income during late 2010 and 2011.

Total incoming resources for the period were £1,324,110, with nearly 70% of this being attributable to voluntary income. Total resources expended were £1,660,960 Total expenditure on charitable activities was £1,403,666, which represents 85% of total expenditure. Net outgoing resources for the year were £336,850. As at 30 September 2011, unrestricted reserves were in deficit by £16,614 and the charity held restricted reserves of £20,949. Independent Age indicated that it would provide financial support to Counsel and Care should the need arise and a cash transfer was made by Independent Age in August 2011 to guarantee cashflow.

Council Members decided to extend the accounting period for a further six months to 30 September 2011 to allow remedial action to be taken. From the spring of 2011 significant efforts were made to reduce costs, improve budgetary control and to monitor cashflow in detail to sustain the charity during very difficult times

Reserves policy

It was the view of the Trustees that the charity should endeavour to maintain a balance on unrestricted reserves equivalent to six months expenditure. At the end of the period to 30 September 2011, the charity held no reserves As the charity has now merged with Independent Age, the provision of services has been safeguarded and the policies of Independent Age will apply.

Investment policy

The Trustees have considered appropriate investment opportunities and agreed that the funds would remain in an interest-bearing account prior to the merger, following which the policies of Independent Age apply.

Staff and volunteers

Regrettably a programme of structure review and redundancies was undertaken in the spring of 2011 to address the financial challenge faced by the charity After Independent Age took over as Managing Trustee, staff completed the TUPE consultation during September to effect the full merger and the transfer was finalised on 26 October 2011. Counsel and Care continue to work from the offices at Twyman House, subject to the existing lease on the offices. Counsel and Care is the employer of the Campaign to End Loneliness staff, a Campaign Director and a Campaign Officer, who are both based at the Calouste Gulbenkian Foundation in Hoxton Square, London Line management to the Campaign Director is provided by Janet Morrison.

As of 26 October 2011, Counsel and Care staff became Independent Age employees.

During the period Counsel and Care directly employed an average of 22 staff.

Employee involvement

Counsel and Care employees were alerted to the future merger and elected representatives in concordance with TUPE requirements. These include the employees of the Campaign to End Loneliness The staff were updated and briefed on developments on a regular basis

Legal structure

The charity's full legal name is Counsel and Care for the Elderly, a charitable company limited by guarantee incorporated on 29 December 1959 and registered as a charity on 22 September 1962. The charity is governed by a Memorandum of Association and Articles of Association.

Prior to the merger, the members of the company, as defined by the Companies Act 2006, were those admitted as members by the Trustees ('Council Members') under the Articles of Association then in force. Any person who subscribed to be a member was eligible. At the period end, there were 264 members guarantees On 25 July 2011, an EGM of members approved amendments to the Articles of Association which admitted Independent Age as the sole member of Counsel and Care

Structure, governance and management

At the beginning of the period, Counsel and Care's Council Members were elected annually at the charity's Annual General Meeting Sushil Radia was re-elected as Chairman in September 2010 for a third year Until 25 July 2011 the full Council met three times a year; six members served on the Finance and General Purposes Committee, which met four times a year, and the Policy and Advice Committee and the Fundraising Committee met three times a year. All the Council Members served in a voluntary capacity and have brought a range of expertise and experience.

In July 2011, Counsel and Care and Independent Age both undertook a mutual due diligence process Under the governance aspects of the merger, the Counsel and Care Council resigned their positions on 25 July 2011 and Independent Age became the sole legal member of Counsel and Care and Managing Trustee from 26 July 2011 to ensure robust governance oversight.

Independent Age Trustee, Rodney Gritten, was appointed Chairman of the Counsel and Care Trustee Board, to which were appointed Peter Mimpriss, and Justine Frain, both Independent Age Trustees. Dame Diana Brittan, Independent Age Chairman, attends the Board as an observer.

The Counsel and Care Trustee Board held their first meeting on Monday 5 September 2011 and a merger of the two charities was agreed. The merged organisation as of 26 October 2011 is called Independent Age.

Stephen Burke was the Chief Executive until 10 November 2010. Peter Watt became Chief Executive 1 February 2011 and resigned on 30 July 2011, having successfully overseen the merger with Independent Age. Janet Morrison became Chief Executive on 31 July 2011.

Risk assessment (risk management and internal controls)

The risk assessment process is subject to ongoing review and each year is comprehensively reassessed and rectified The system of controls is designed to manage rather than eliminate risks and cannot provide absolute assurance against any loss

Public benefit

The Board of Trustees confirms that it has complied with the duty in Section 4 of the Charities and Public Benefit. These requirements are addressed in the report

Statement of the Trustees responsibilities for the financial statements

The Trustees (who are also directors of Counsel and Care for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 UK 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 charitable company 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 charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. 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.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the Trustees and authorised for issue on 30 November 2011 and signed on its behalf by:

Rodney Gritten
Chairman

Administrative information

Patron: HRH The Duchess of Gloucester GCVO

The Members of Counsel and Care Council

Davina Hodson - (President)

Sushil Radia - (Chair)

Pamela Hibbs CBE (Vice Chair)

Antony Cox - (HonoraryTreasurer)

Professor Sue Balloch

Valerie Barrow

Dr Clive Bowman

Elizabeth Carless

Lucinda Craig

Malcolm Dean

Dr Tom Dening

John Dennis

His Honour Judge Dight

Joceline Graham (Founder Patron)

Alison Knapp

Rupert Symons

Dr Stephen Webster

Denise Wilkinson OBE

Roger Turner

It was agreed that Independent Age would become the sole legal member of Counsel and Care and all Members of the Council resigned on 25 July 2011.

The following Trustees were appointed on 25 July 2011:

Rodney Gritten - Chairman (Independent Age Trustee)

Peter Mimpriss (Independent Age Trustee)

Justine Frain (Independent Age Trustee)

Counsel and Care is the operating name of Counsel and Care for the Elderly, charity registration number 203429

Company registration number 645708

Registered office: Twyman House, 16 Bonny Street, London, NW1 9PG

Auditors: Sayer Vincent, 8 Angel Gate, 326 City Road, LONDON, EC1V 2SJ

Bankers: Royal Bank of Scotland, Camden Town Branch, 189-191 Camden High Street, London

Solicitors: IBB Solicitors, Capital Court, Uxbridge

We are extremely thankful that we have such loyal supporters and funders who have continued to support us. This includes a big thank you to all of the runners who took part in the British 10k London Run in July 2010 and July 2011 raising over £15,000.

The charity wishes to record the following grants, donations and legacies received during the period:

Arthur Hurst Trust

Austin & Hope Pilkington Trust

CHK Charities Ltd

City Bridge Trust

Clothworkers' Foundation

Dulverton Trust

Ernest Kleinwort Charitable Trust

Garfield Weston Foundation

Gwyneth Forrester Trust

Henry Smith Charity

John Ellerman Foundation

Lady Hind Trust

Lloyds TSB Foundation

Mercers' Charitable Foundation

Mrs Maud Van Norden's Charitable Foundation

Nuffield Foundation

Persula Foundation

Royal Airforce Benevolent Fund

Sir John Sumner's Trust

Strand Parishes Trust

The 29th May 1961 Charitable Trust

The Beatrice Laing Trust

The Boltini Trust

The Danego Charitable Trust

The Drapers Charitable Trust

The Eveson Charitable Trust

The Freemasons' Grand Charity

The Hampstead Wells and Campden Trust

The Herbert & Peter Blagrave Charitable Trust
The Rank Foundation
The Rayne Foundation
The Sobell Foundation
The Soldiers' Charity
The Tudor Trust
The Underwood Trust

In Memoriam

Dennis Wood
Sheila Woods
Elsie Hopkins
Mrs Ledden
Philip Maloney
Blodwen Taylor

Legacies

Joan Bliss
Stephen Marshall
Winifred Marshall
Doreen Eva Jameison
James R.S.Smyth
Miss Harley
Elizabeth Laverick
Lillie Quittenden Mayne
Fanny Miller
Betty Jones
Barry H Parsons
Dora N Ward
Brenda Middlecott
Mrs Ledden

Independent auditors' report

We have audited the financial statements of Counsel and Care for the Elderly for the period ended 30 September 2011 which comprise the statement of financial activities, balance sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 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 auditors' 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 explained more fully in the responsibilities of Trustees set out in the report of the Council, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland) Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of. whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the report of the Council to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report

Opinion on financial statements

In our opinion the financial statements.

- give a true and fair view of the state of the charitable company's affairs as at 30 September 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the report of the Council for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us, or
- the financial statements are not in agreement with the accounting records and returns, or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the report of the Council

Sayer Vincent

Judith Miller (Senior statutory auditor)

Date 2nd February 2012

for and on behalf of Sayer Vincent, Statutory Auditors

Sayer Vincent, 8 Angel Gate, City Road, LONDON EC1V 2SJ

Statement of Financial Activities

For the 18-month period ended 30 September 2011

	Notes	Unrestricted Funds	Restricted Funds	Total 18 months to 30 Sep 2011	Total 12 months to 31 Mar 2010
		£	£	£	£
Incoming Resources					
Incoming resources from generated funds					
Voluntary income	3	526,002	398,294	924,296	501,129
Activities for generating funds		141,734	-	141,734	135,744
Investment income		-	-	-	73
Incoming resources from charitable activities:					
Advice Services to older people		-	256,552	256,552	563,865
Policy and Communications		1,528	-	1,528	-
Total incoming resources	11	669,264	654,846	1,324,110	1,200,811
Resources expended					
Costs of generating funds					
Fundraising costs	4	176,911	4,310	181,221	117,899
Charitable expenditure					
Advice Services to older people	4	234,255	711,797	946,052	571,708
Policy and Communications	4	457,614	-	457,614	267,215
Governance costs	4	76,073	-	76,073	34,902
Total resources expended	4	944,853	716,107	1,660,960	991,724
Net (outgoing)/incoming resources for the year		(275,589)	(61,261)	(336,850)	209,087
Funds at 01 April 2010	11	258,975	82,210	341,185	132,098
Funds at 30 September 2011	11	(16,614)	20,949	4,335	341,185

All operations of the charitable company continued throughout both periods and no operations were acquired or discontinued The charitable company has no other recognised gains and losses other than those stated above The deficit for the period for Companies Act 1985 purposes is £336,850 (2010 surplus £209,087) The accompanying notes form an integral part of the accounts.

Balance Sheet

As at 30 September 2011

	Notes		As at 30 Sep 2011	As at 31 Mar 2010
		£	£	£
FIXED ASSETS				
Tangible assets	7		10,937	20,678
CURRENT ASSETS				
Stock			-	632
Debtors	8	33,070		219,636
Cash at bank and in hand		94,061		232,175
			127,131	**452,443**
CREDITORS: amounts falling due within one year	9		(95,483)	(80,096)
NET CURRENT ASSETS			31,648	372,347
CREDITORS: amounts falling due after one year	10		(38,250)	(51,840)
TOTAL NET ASSETS			**4,335**	**345,185**
FUNDS AND RESERVES				
Restricted	11		20,949	82,210
Unrestricted	11		(16,614)	258,975
	11		**4,335**	**341,185**

Approved by the Trustees and authorised for issue on 30 November 2011 and signed on its behalf by

Rodney Gritten
Chairman

Notes to the Financial Statements

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.

Counsel and Care generated a net reduction in funds of £336,850 in the period and has unrestricted funds of negative £16,614 at 30 September 2011. Independent Age has indicated that it will provide financial support to Counsel and Care should the need arise. The Trustees are therefore confident that the organisation will be able to settle liabilities as they fall due and consider it appropriate to prepare the financial statements on a going concern basis

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.

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.

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 the 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

	Unrestricted	Restricted	Total 18 months to 30 Sep 2011	Total 12 months to 31 Mar 2010
	£	£	£	£
Donations	303,520	398,294	701,814	252,349
Legacies	222,482	-	222,482	248,780
	526,002	**398,294**	**924,296**	**501,129**

4. TOTAL RESOURCES EXPENDED

	Cost of generating funds	Advice Services to Older People	Policy and Communications	Governance	Support Costs	Total 18 months to 30 Sep 2011	Total 12 months to 31 Mar 2010
	£	£	£	£	£	£	£
Staff costs (Note 6)	108,343	515,892	307,002	-	190,930	1,122,167	662,402
Office Costs	-	-	-	-	134,455	134,455	77,339
Legal, Finance and IT	5,620	1,134	-	46,334	51,248	104,336	38,103
Management and Administration	5,628	13,412	8,082	-	118,635	145,757	56,890
Publicity and Other costs	26,935	78,805	8,705	-	379	114,824	76,088
Development Costs	-	-	-	-	-	-	41,259
Funded Projects external charges	-	19,782	-	-	-	19,782	24,903
Administered Grants	-	19,639	-	-	-	19,639	14,740
	146,526	**648,664**	**323,789**	**46,334**	**495,647**	**1,660,960**	**991,724**
Support Costs	34,695	297,388	133,825	29,739	(495,647)	-	-
Total resources expended	**181,221**	**946,052**	**457,614**	**76,073**	-	**1,660,960**	**991,724**

5. NET (OUTGOING)/INCOMING RESOURCES FOR THE PERIOD

These are stated after charging

	Total 18 months to 30 Sep 2011 £	Total 12 months to 31 Mar 2010 £
Depreciation operating Lease rentals	11,482	10,490
- property	72,275	61,306
- other	7,245	4,265
Auditor's remuneration		
- audit		
- other services	7,800	7,648
Council Members'/Trustees' remuneration	nil	nil
Council Members'/Trustees' expenses	nil	nil

6. STAFF COSTS

	Total 18 months to 30 Sep 2011 £	Total 12 months to 31 Mar 2010 £
Staff costs during the period were as follows:		
Salaries	935,295	544,869
Social Security costs	88,247	55,399
Pension and life assurance costs	98,625	62,135
	1,122,167	**662,402**
Total emoluments paid to staff were	£1,033,920	£607,003

No employee earned more than £60,000 during either period

	2011 Number	2010 Number
The average number of employees during the period was as follows:		
Advice services to older people	11	9
Fundraising for voluntary income	2	1
Income Generation	1	2
Policy and Communication	5	4
Administration and Finance	3	4
	22	**20**

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

7. TANGIBLE FIXED ASSETS

	Leasehold improvements	Furniture and fittings	Computer and office equipment	Total
	£	£	£	£
COST				
As at 01 April 2010	42,173	33,438	78,424	**154,035**
Additions in the period	-	1,019	722	**1,741**
Disposals in the period	-	-	-	-
As at 30 Sept 2011	42,173	34,457	79,146	**155,776**
DEPRECIATION				
As at 01 April 2010	42,173	28,692	62,492	**133,357**
Charge for the period	-	5,276	6,206	**11,482**
Disposals in the period	-	-	-	-
As at 30 Sept 2011	42,173	33,968	68,698	**144,839**
NET BOOK VALUE				
As at 30 Sept 2011	-	489	10,448	**10,937**
As at 01 April 2010	-	4,746	15,932	**20,678**

8. DEBTORS

	Total 18 months to 30 Sep 2011	Total 12 months to 31 Mar 2010
	£	£
Income tax recoverable - Gift Aid	4,422	2,403
Other debtors	-	185,016
Prepayments and accrued income	28,648	32,217
	33,070	**219,636**

9. CREDITORS:

Amounts falling due within one year	Total 18 months to 30 Sep 2011	Total 12 months to 31 Mar 2010
	£	£
Loans (see note 10)	10,236	3,160
Trade creditors	29,083	51,067
Social security and other taxes	21,603	25,869
Amount owed to managing Trustee (See note 16)	21,396	-
Accruals and deferred income	12,772	-
Other creditors	393	-
	95,483	**80,096**

10. CREDITORS:

Falling due after more than a year	As at 30 Sep 2011	As at 31 Mar 2010
	£	£
Repayable between 1-2 years	10,236	7,314
Repayable between 2-5 years	28,014	24,786
Repayable in 5 years or more	-	19,740
	38,250	**51,840**
Due within one year	10,236	3,160
	48,486	**55,000**

During 2009/10, a loan of £55,000 was received from Futurebuilders England. The loan is repayable over eight years commencing from May 2010 and bears interest at 6% per annum.

11. MOVEMENTS IN FUNDS

	As at 01 Apr 2010	Incoming resources	Outgoing resources	As at 30 Sep 2011
	£	£	£	£
Restricted funds				
Administered Grants	1,516	20,096	(21,612)	-
Independent Age	750	750	(1,500)	-
Advice Services	79,944	634,000	(692,995)	**20,949**
Total Restricted funds	**82,210**	**654,846**	**(716,107)**	**20,949**
Unrestricted funds				
General funds	258,975	669,264	(944,853)	**(16,614)**
Total funds	**341,185**	**1,324,110**	**(1,660,960)**	**4,335**

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

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

Advice Services
Grants received from various organisations as a contribution towards salaries and overhead costs of delivering and developing advice services

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds	Restricted Funds	Total Funds As at 30 Sep 2011
	£	£	£
Tangible fixed assets	10,937	-	10,937
Net current /assets	10,699	20,949	31,648
Creditors due after more than one year	(38,250)	-	(38,250)
	(16,614)	20,949	4,355

13. FINANCIAL COMMITMENTS

	As at 30 Sep 2011	As at 31 Mar 2010
	£	£
Operating leases		
Annual commitments under non-cancellable operating leases are as follows:		
Land and buildings		
Expiry between 2 - 5 years	61,349	61,349
Other		
Between 2 - 5 years	3,260	3,266

14. 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 Trustees. 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.

15. 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.

16. RELATED PARTY TRANSACTIONS

Counsel and Care is administered by Independent Age as Managing Trustee. During 2011, the Independent Age Board of Trustees approved an interest free loan to Counsel and Care. As at 30 September 2011, the loan totalled £20,000. As at 30 September, Counsel and Care also owed Independent Age £1,396 for payments made on the charity's behalf.

Counsel and Care for the Elderly

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