



**Independent
Living
Agency**



AGM

2020/2021

Contents

Mission statement/objectives

Committee/staff /volunteers information

Registered Address

Agenda

Minutes of last AGM (2019/2020)

Chairs Report

Treasurers Report

CEO Report

Business Plan

Mission Statement

To support disabled people to live in a community and exercise choice and control in their lives.

Philosophy

The ILA will uphold its aims by working within the Social Model of disability and an equal opportunities framework and adopt the principles of the Independent Living movement, which states:]]

- That all human life is of value
- That anyone, whatever their impairment, is capable of exerting choices.
- That people who are disabled by society's reaction to physical, intellectual and sensory impairment and emotional distress have the right to assert control over their lives.
- That disabled people have the right to fully participate in society.

Aims:

To provide greater freedom of choice to disabled people over the age of 16 years regardless of impairment.

To maximise the potential of individual disabled people in order for them to live their own lives.

To promote the opportunities of independent living by working with individuals or groups within the community.

To access appropriate services and resources to enable disabled people to stay in their own home within the community and make choices and decisions about their daily lifestyle.

To offer a range of support options for disabled people at risk of entering or remaining in residential care.

To work in partnership with disabled people's families and friends to encourage their participation (if appropriate), to enable relatives (known as carers) to be released from the traditional caring role in society.

Objectives

The ILA will achieve its aims by providing:

1. Advice, information and support on all aspects of independent living and disability issues to both disabled and non-disabled.
2. Ongoing advice, information and advocacy to disabled people. Offering them support, both practically and emotionally to achieve and maintain the arrangements of their choice.
3. Facilitation for the above from home or from the range of services provided. This could include all aspects of independent living, i.e. personal assistance, personal domestic and financial tasks, equipment, assistance with finding, moving to and adapting suitable accommodation.
4. An invoice to Social Services requesting advance quarterly payment for support package under Direct Payment scheme or third party brokerage.
5. Support on all aspects of Personal Assistance employment, including ongoing training programmes on some or all aspects of becoming an employer (job descriptions, contracts etc). This would be via both Group work and one to one support.
6. A computerised payroll system, financial advice and administrative support and guidance for budgeting and accounts.
7. Support to enable disabled people to gain access to their services and opportunities in the community – to gain skills and knowledge – and advocate with other agencies as required.
8. Networking to liaise and build up links with the care management team, day and residential services, Health Authority, housing department, the independent and voluntary sector agencies and other interested people for the purpose of promoting the service and widening the support available to disabled people.

Committee Staff & Volunteers 2019/2020

Board of trustees/Directors

Trevor Lock Chair Appointed Nov 08
Brendon Johnston company Secretary Appointed Nov 08
Doreen Lock Thresher Appointed Nov 08
Carol Johnston Vice Chair Appointed Nov 08
Marie Jenkins Appointed Jan 2015
Keith Smith Appointed March 2018

STAFF

Terry Miller CEO
Karen Herbert Deputy CEO
Klodia Quosja Senior Financial Manager
Donna Balbi Customer Relations Manager
David Sands Add Min / Kelly Pugh Add Min
Sky Nelson Peer support broker Co Ordinator
Payroll Officer abbey fryat / Towhid Khan Accounts Officer
Chang Guah Payroll Officer/ Aminata Njai Payroll Officer Eric Karuchanag

Add min kelly Pugh /David sands

Sharon Williams Community support worker
Tanya Larkin Community support worker

Shenay Elston Community Support worker

Support Workers Wendy Turner Hope Taylor /Alexis Taylor

Domestic Staff

Debbie Storey / Tracy Goodchild /Pam Constable /Carlene Thomas

INDEPENDENT LIVING AGENCY

Registered Office

Unit 15 Dagenham Business Centre
123 Rainham Road North
Dagenham
Essex
RM10 7FD

Tel: 020 8593 6677

Fax: 020 8592 6686

E-mail:- independentlivingagency@btconnect.com

Company Limited by Guarantee No. 3370858
Registered Charity No. 1064099

ANNUAL GENERAL MEETING
OF
BARKING & DAENHAM INDEPENDENT LIVING AGENCY
FOR 2020/2021

Agenda

- 1 chairs Report and Introductions
- 2 Apologies
- 3 Agree Mins of AGM 2019/2020
- 4 Chairs Report
- 5 Annual Reports
 - A Finance
 - B Adoption of Audited Accounts 2020/2021
 - C Adoption of Auditor
- 6 CEO Report /Deputy CEO Report / Business plan launch
- 7 Guest Speaker (tbc)
- 8 Election of ILA Trustees
- 9 A.O.B

Refreshments And Networking

**Independent Living Agency
Annual General Meeting
Held on 26 feb 2021 @12am
ILA office via zoom**

Minutes of the Meeting

Apologies B Johnston C Johnston

Welcome by Trevor Lock he thanked everyone for coming; he introduced all members of the management committee.

Minutes of the previous meeting – Proposed by D lock Seconded by K Smith

Chairs Report

Trevor thanked everyone for coming again; he spoke about how ILA has progressed in the last year and how hard everybody had worked, he also spoke about the dedication shown by everyone within ILA through covid 19. He made a special comment around the volunteers who are the life blood of the organization. He thanked sky nelson for hosting via zoom

Treasurers Report

Read by Doreen Lock who gave an overview of the year and said how we increased our reserves and gave an overview of the auditor's report

The adoption of the accounts was agreed proposed by, t lock and K smith

Chief Executive Report

Terry gave an overview of the year and all the different services. And work carried out through covid

Nominations for committee

All committee wish to stay on was all re-elected on mass

A.O.B

Chairperson Report

2020 2021

In last year we have grown and become more financially stable and this will support us going forward

We have extended the lease with our landlord and will be at unit 15 till end 2023

The ILA stepped in with a new service covid 19 Emergency Support service and I can only say that we meet the many changing needs for our community

We have a new business plan and my fellow trustee Keith Smith lead on this and I know how hard he worked on this project please see copy of the ILA business plan 2021-2024

Our services through out the year 2020 -2021 we provide more support than before our payroll moved into new areas and the feedback from our monitoring has showed that we are meeting the needs of our residents

We worked closely with adult services through out east London and will continue to move forward in a positive way

Our floating support team have worked closely with community solutions making sure that we showed the way forward for joined working

All service has all run to budget and this year we have been able to increase our reserves and hope to do this year on year

We have updated our IT and have extended our contract with Cooplys PC for another year

We will ensure that throughout the covid 19 we will be ready to meet our residents needs

We have supported more residents than ever before and will listen to our residents on how we move forward

We will remain a service user lead organisation

I would like to thank everyone on the ILA team for all they have done over the last year

Trevor Lock GM

Treasurers report 2020/21

This year has seen us increase our reserves by £63,000 this was done throw

Cutting costs and ensuring that all projects run to budget and picking up work throughout covit

We have updated our software and this will be ongoing over the next two years I very keen that the ila staff have the latest equipment to support them to ensure our services are modern and up to date

We must be aware that the floating support contract is due to end in feb 2021 and look into how this may affect us in the long term if it is giving out to tender we will make application to tender

Our payroll is growing week on week all our services are on budget for the year I would like to thank the team for all the feedback that I am sent to ensure that we are running on budget

We are moving forward looking over the year we can be pleased that we did not go off budget which give me encouragement for the future

With all the uncertainty around at the moment I will ensure that the ila will move forward and keep a tight rein on our budgets we do not know what the future holds so will be keeping a close eye on our finical situation I will meet with titi regularly to ensure we are all running to budgets

Our Blitz cleaning team has grown and is expanding at a fast rate and our service are price completeive

I would like to thank titi Asworki for all the help and support she has gave me over the last year without her help and support has made my job much easier

Doreen Lock

Treasurer

Charity number: 1064099
Company number: 3370858

**INDEPENDENT LIVING AGENCY
LIMITED BY GUARANTEE**

Reports and statements of financial activities

For the year ended 31 March 2021

INDEPENDENT LIVING AGENCY

Contents

	Page
Legal and administrative information	1
Trustees' report	2 - 3
Independent examiner's report	4
Statement of financial activities	5
Balance sheet	6
Notes to the financial statements	7 - 10

Legal and administrative information

Status

Independent Living Agency is a company limited by guarantee and a registered charity governed by its Memorandum and Articles of Association. Charity number: 1064099 and Company number: 3370858.

Board of directors /Trustees

The trustees of the charitable company are also its directors for the purpose of charity law and company law.

The trustees/ directors who served during the year are as follows:

Doreen Lock	Treasurer
Trevor Lock	Chair
Carol Johnson	Vice Chair
Brendon Johnson	
Keith Smith	
Maria Jenkins	

Secretary

Doreen Lock

Company number: 3370858

Charity number: 1064099

Registered office

Unit 15 Dagenham Business Centre
123 Rainham Road North
Dagenham, Essex RM10 7FD

Independent examiner

S.S. Fakorede
2nd Floor, 594 High Road
London N17 9TA

Business address

Unit 15 Dagenham Business Centre
123 Rainham Road North
Dagenham, Essex RM10 7FD

Bankers

Lloyds TSB
Oxlow Lane
Dagenham
Essex, RM10 7YX

INDEPENDENT LIVING AGENCY

Trustees' report

For the year ended 31 March 2021

Structure, governance and management

Independent Living Agency was incorporated as a company limited by guarantee on 15th May 1997 and is governed by its Memorandum and Articles of Association.

The charity is run by the Management Committee which consists of nine officers and an elected number of members as decided at the Annual General Meeting of the charity.

The trustees who are also the charity's directors are appointed annually by the members of the company at the Annual General Meeting. Additionally new trustee(s)/ director(s) may be appointed by the existing trustees/directors, subject to a maximum of twelve.

Trustees induction and training

All the trustees are already familiar with the practical work of the charity but all new trustees undergo an orientation course to brief them on their legal obligation under the charity and company laws, the content of the Memorandum and Articles of Association of the charity. The Committee's decision making process, the business plan and recent financial performance together with Health and Safety regulations are all covered at the induction. Trustees are encouraged to attend appropriate external training events to support the role they are performing.

Objectives and activities

The objects of the charity are to promote the opportunities of independent living for disabled people, through the provision of advice, support, information and educational activities, aiding them towards equal opportunities and social integration. In addition, to maximise individual disabled peoples' potential to live their own lives with choice and control.

Part of the activities of the charity continues to be to secure continuing finance to provide consistent, supportive and stable environment for the people within its care.

Public benefit

In planning our activities for the year we kept in mind the Charity Commission's guidance on public benefit. The focus of our activities remain two fold. Firstly to provide advocacy, support, information, encouragement and assistance to disabled people living in the London Borough of Barking and Dagenham in order for them to take control of their lives.

Disabled people are encouraged to live in their own homes within the community and also help them to access appropriate services and resources.

Achievements and performance

The charity continued to provide help, support and advice on an increased scale via the Choices Project for service users with physical impairments for those aged between eighteen and sixty five.

The charity continued to provide, throughout the year, a blitz cleaning services to disabled people within the Borough of Barking and Dagenham.

INDEPENDENT LIVING AGENCY

Trustees' report

For the year ended 31 March 2021

Risk management

The trustees actively review the major risks which the charity faces on a regular basis and believe maintaining reserves at the current levels, combined with regular review of key financial systems, will provide sufficient resources in the event of any adverse conditions arising. The directors have also examined other operational business risks faced by the charity and confirm they have established systems to mitigate significant risks.

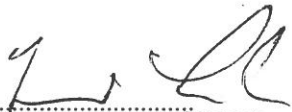
Reserve policy

The directors have considered the reserve policy and have concluded that the minimum reserve to be maintained should be at a level which ensures that the charity's core activities could continue for a period of three months during a period of unforeseen difficulty.

Based on projections for the year ending 31 March 2021 the minimum reserve would be £65,000.

This report was approved by the trustees/ directors on

and signed on its behalf by


Trevor Lock Chair

77/2021

INDEPENDENT LIVING AGENCY

Independent examiner's report

To the directors of Independent Living Agency

I report on the financial statements of INDEPENDENT LIVING AGENCY for the year ended 31 March 2021 set out on pages 5 to 10. These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of the company law) are responsible for the preparation of the financial statements. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an independent examination is needed.

Having satisfied myself that the charity is not subject to an audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the financial statements under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity 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 no opinion is given as to whether the accounts present a true and fair view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In 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 386 of Companies Act 2006, and
- to prepare accounts which accord with the accounting records, comply with the accounting requirement of section 396 of the Companies Act 2006 and with the methods and of the Statement of Recommended Practice: Accounting and Reporting by Charities, have not been met; or

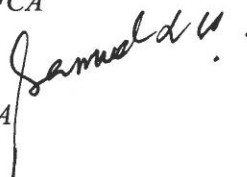
(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

S.S. Fakorede FCA

2nd Floor

594 High Road

London N17 9TA



INDEPENDENT LIVING AGENCY

Statement of financial activities

For the year ended 31 March 2021

	Notes	£	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
Incoming resources						
Donations					-	117
Grants	3		234,465	32,971	267,436	200,164
Other incomes			27,938	-	27,938	-
Commercial trading activities						
<i>Income from trading operations</i>			432,631	-	432,631	453,574
Total incoming resources			<u>695,034</u>	<u>32,971</u>	<u>728,005</u>	<u>653,855</u>
Expenditure						
Costs of commercial trading						
<i>Expenditure on trading operations</i>			(410,592)	-	(410,592)	(393,464)
Expenditure on charitable activities						
<i>Direct charitable expenditure</i>	4		(213,953)	(32,971)	(246,924)	(237,053)
Total charitable expenditure			<u>(624,545)</u>	<u>(32,971)</u>	<u>(657,516)</u>	<u>(630,517)</u>
Net incoming resources			70,489	-	70,489	23,338
Total funds brought forward			97,061	7,953	105,014	81,676
Total funds carried forward			<u>167,550</u>	<u>7,953</u>	<u>175,503</u>	<u>105,014</u>

The notes on pages 7 to 11 form an integral part of these financial statements.

INDEPENDENT LIVING AGENCY

Balance sheet

As at 31 March 2021

		2021		2020	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	6		12,200		4,500
Current assets					
Stocks		653		625	
Debtors	7	96,541		108,276	
Cash at bank and in hand		98,602		33,596	
		<u>195,796</u>		<u>142,497</u>	
Creditors: amounts falling due within one year	8	<u>(32,493)</u>		<u>(41,983)</u>	
Net current assets			<u>163,303</u>		<u>100,514</u>
Total assets less current liabilities			<u><u>175,503</u></u>		<u><u>105,014</u></u>
Funds					
Unrestricted funds			167,550		97,061
Restricted funds			7,953		7,953
			<u><u>175,503</u></u>		<u><u>105,014</u></u>

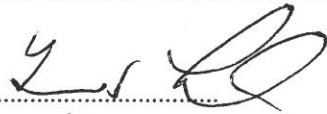
The financial statements have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Small Entities.

For the year ended 31 March 2021 the company was entitled to exemption from audit under section 477 Companies Act 2006, and no notice has been deposited under section 476 requesting that an audit be conducted.

As directors of the company we acknowledge our responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act relating to financial statements, so far as applicable to the company.

The financial statements were approved by the Board on

and signed on its behalf by:


Trevor Lock

Chair

7/7/2021

The notes on pages 7 to 11 form an integral part of these financial statements.

INDEPENDENT LIVING AGENCY

Notes to the financial statements

For the year ended 31 March 2021

1. Accounting policies

1.1. Accounting convention

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statements of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015);- Charities SORP (FRS102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Independent Living Agency meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The charity has taken advantage of the exemption in FRS1 from the requirement to produce a cashflow statement because it is a small charity.

1.2. Incoming resources

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. Gifts donated for resale are included as income when they are sold. Donated assets are included at the value to the charity where this can be quantified and a third party is bearing the cost. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Income from trading activity under the charity's management is taken into account at the time of receipt.

1.3. Resources expended

Resources expended are accounted for on an accrual basis. Expenditure is allocated in the statement of financial activities between direct charitable expenditure and governance costs. No significant costs are incurred in generating funds.

Costs of generating trading income represent expenditure incurred in the operation and management of the trading activity.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

INDEPENDENT LIVING AGENCY

Notes to the financial statements For the year ended 31 March 2021

1.4. Stock

Stock is valued at the lower of cost and net realisable value.

3 Grant income

	Unrestricted funds £	Restricted funds £	2021 £	2020 £
London B. of Barking & Dagenham	209,701	-	209,701	212,491
City Bridge Trust	7,392	32,971	40,363	34,391
Rotary Club	660	-	660	-
The National Lottery Community	9,840	-	9,840	-
The London Community Foundation	6,872	-	6,872	-
	<u>234,465</u>	<u>37,507</u>	<u>267,436</u>	<u>246,882</u>

INDEPENDENT LIVING AGENCY

Notes to the financial statements For the year ended 31 March 2021

4 Direct charitable expenditure

	Unrestricted Fund £	Restricted Fund £	Total 2021 £	2020 £
Support costs (see note 5)	165,890	21,151	187,041	172,821
Staff training	-	6,163	6,163	7,428
Rent	10,747	-	-	12,654
Insurance	2,769	-	2,769	2,748
Light and heat	1,568	-	1,568	1,581
Repairs and maintenance	1,568	-	1,568	6,719
Printing, postage and stationery	8,044	516	8,560	7,002
Advertising	1,074	113	1,187	926
Telephone	5,884	304	6,188	5,386
Computer consumables	3,953	75	4,028	1,945
Bad debt	521	-	521	521
Travelling expenses	1,578	158	1,736	2,100
Consultancy fees	2,701	1,000	3,701	8,018
Governance costs (see note 5)	3,175	-	3,175	3,375
Bad debts	1,044	-	1,044	-
Clerical Support costs	-	3,047	3,047	-
Staff cost	786	-	786	400
Support costs	-	-	-	105
General expenses	2,411	444	2,855	3,074
Bank charges	240	-	240	250
	<u>213,953</u>	<u>32,971</u>	<u>246,924</u>	<u>237,053</u>

5 Analysis of governance and support costs

	Support costs 2,021 £	Governance costs £	2020 £
Staff costs	187,041	-	172,821
Clerical costs	-	3,047	2,921
Accountancy services	-	3,175	3,375
General office costs	<u>2,855</u>	<u>-</u>	<u>3,593</u>

INDEPENDENT LIVING AGENCY

Notes to the financial statements For the year ended 31 March 2021

6 Tangible fixed assets

	Office Equipment £	Motor vehicle £	Total £
Cost			
At 31 March 2021	<u>11,497</u>	<u>4,800</u>	<u>16,297</u>
Depreciation			
At 1 April 2020	-	300	300
Charge for the year	<u>2,597</u>	<u>1,200</u>	<u>3,797</u>
At 31 March 2021	<u>2,597</u>	<u>1,500</u>	<u>4,097</u>
Net book values			
At 31 March 2021	<u>8,900</u>	<u>3,300</u>	<u>12,200</u>
At 31 March 2020	<u>-</u>	<u>4,500</u>	<u>4,500</u>

7 Debtors

	2021 £	2020 £
Trade debtors	77,356	80,372
Sundry debtors	-	8,400
Prepayments	<u>19,185</u>	<u>19,504</u>
	<u>96,541</u>	<u>108,276</u>

8 Creditors: amounts falling due within one year

	2021 £	2020 £
Payments received on account	13,793	18,248
Trade creditors	8,516	9,901
Other Taxes and social security costs	3,480	9,861
Sundry creditors	1,964	598
Accruals	<u>4,740</u>	<u>3,375</u>
	<u>32,493</u>	<u>41,983</u>

INDEPENDENT LIVING AGENCY

Notes to the financial statements

For the year ended 31 March 2021

9 Employees

Number of employees

The average monthly numbers of employees during the year were:

2021	2020
Number	Number
22	21
<u>22</u>	<u>21</u>

Employment costs

	2021	2020
	£	£
Wages and salaries	170,064	159,072
Social security costs	16,977	13,749
	<u>187,041</u>	<u>172,821</u>

No employee earned more than £50,000 per annum

CEO REPORT 20/21

The independent living agency has gone forward in a positive way in the last year we increased the Blitz cleaning team and this has grown in the last year to a high-level service which has been complemented by all those that has made referrals the blitz cleaning will go out to tender and the ILA will bid for the tender to ensure that we can carry on support our residents

we have as a team worked tirelessly throw covid lock down and this was very much the whole ILA pulling together

All the service are running on budget and we are always looking at new funding streams so we can support local residents this year we have increased our reserves and had positive feedback from the auditor

Peer support brokers has been a great story of how we promote independence and I'm really happy to say that the feedback has been amazing the project will come to an end in July I would like to thank our funders city bridge trust for there support throughout the 5 years

Floating support team has worked in partnership with community solutions In supporting local residents to stay in their own homes we have increased the referrals and support more residents than ever before this has been difficult with the rollout of UC and placed a huge strain on local services and residents I'm happy to say that we brought in Shenay ELston to the team and she has settled in well and the team are moving forward in a positive way.

Financial management team and payroll service has grown in size and we have had staff changes and more service users who use the service it has now been operating over 13 years and year on year grows in strength the appointee ship side of the team is growing slowly but the work that is being done is making a huge difference to our residents in staying in their homes and giving choice and control back to them we are now working to increase this service as we are seeing real benefits to residents