



**Independent  
Living  
Agency**



**AGM**

**2021/2022**

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## **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 2021/2022**

### **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 left January 2022  
Towhid Khan February started Senior Financial Manager  
Donna Balbi Customer Relations Manager  
David Sands Add Min / Kelly Pugh Add Min  
Payroll Officer Abbey Fryat / Towhid Khan Accounts Officer  
Sheath Stewart / Aminata Njai Payroll Officer Eric Karuchanag payroll officer  
Add min Kelly Pugh / David Sands  
Sharon Williams Community support worker  
Carlene Thomas Community support worker  
Shenay Elston Community Support worker  
Sam Ockay project manager  
Support Workers Wendy Turner Hope Taylor / Alexis Taylor / Lisa Large /  
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](mailto:independentlivingagency@btconnect.com)

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

ANNUAL GENERAL MEETING  
OF  
BARKING & DAENHAM INDEPENDENT LIVING AGENCY  
FOR 2021/2022

Agenda

1 chairs Report and Introductions

2 Apologies

3 Agree Mins of AGM 2020/2021

4 Chairs Report

5 Annual Reports

A Finance

B Adoption of Audited Accounts 2021/2022

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 Minutes for AGM meeting.**

Monday 28 October 2021 at 11.00am.

Meeting held at Dagenham Redbridge football club

Welcome and introductions by Trevor Lock Chair.

**Apologies:** Marie Jenkins

Minutes of the previous meeting/AGM read by Keith Smith and agreed by Doreen Lock

**Treasurer's report:** Doreen lock gave an overview of the year's accounts and gave an overview of raising costs terry Read a message from Titi awosika on how we raised our reserves

**Chair report:** gave an overview of how the ILA preformed over 2020/2021 the aims the ILA has and how we plan to move forward

He gave thanks all the staff and other trustees for all the support giving this year

**Annual report:** Adaption of audited accountancy 20/21 proposed by Keith Smith seconded by Trevor lock

**CEO report:** Terry Miller gave overview outcomes for the year project by protect. Terry thanked all the staff for their good work carried out throughout the year.

Election of trustees: All committee members ben torr and peter chand both wished to join proposed by Trevor lock seconded by Keith Smith.

**A.O.B:** Meeting closed 12pm.



# Chairperson Report

2021 202

In last year we have grown and become more financially stable and this will support us going forward this was the best year we had for building our reserves

We have extended the lease with our landlord and will be at unit 15 till end 2027

Our services throw out the year 2021 -2022 we provide more support than before our payroll moved into new areas and we started working with CCG the feed back from our monitoring has showed that we are meeting the needs of our residents

We worked closely with adult services throw out east London and will continual 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 have supported more residents than ever before and will listen to our residents on how we move foreword

We have helped a group of residents from a forum altogether group which we have funded

We will remain a service user lead origination

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

Trevor lock GM

# Treasurers report 2021/22

This year has seen us increase our reserves by over £30,000 this was done throw

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

We have updated our server 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 have won the floating support contract which runs till 2024 and look into long term funding in the end 2024 and look into how this may affect us in the long term if the service dose not go 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 our book keeper 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 2022**

# **INDEPENDENT LIVING AGENCY**

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## **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	
Peter Chand	(appointed 28/11/21)
Maria Jenkins	
Ben Torr	(appointed 28/11/21)

### **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 office, 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 2022**

#### **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 2022**

#### **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.

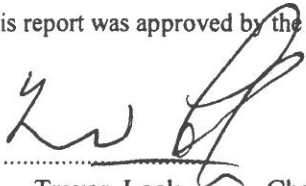
#### **Reserve policy**

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 2022 the minimum reserve would be £165,000.

This report was approved by the trustees/ directors on

and signed on its behalf by

A handwritten signature in black ink, appearing to read 'Trevor Lock', is written over a dotted line.

Trevor Lock

Chair

## **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 2022 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:

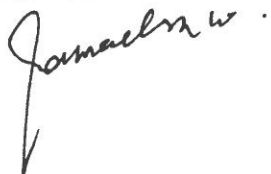
- (1) which gives me reasonable cause to believe that in any material respect the requirements
  - to keep accounting records in accordance with section 386 of Companies Act 2006, and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirement of section 396 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, FALA

2nd Floor

594 High Road

London N17 9TA





# INDEPENDENT LIVING AGENCY

## Statement of financial activities

For the year ended 31 March 2022

	Notes	£	Unrestricted funds £	Restricted funds £	2022 Total £	2021 Total £
<b>Incoming resources</b>						
Grants	3		220,572	10,330	230,902	267,436
Other incomes			3,546	-	3,546	27,938
Commercial trading activities						
<i>Income from trading operations</i>			478,094	-	478,094	432,631
<b>Total incoming resources</b>			<u>702,212</u>	<u>10,330</u>	<u>712,542</u>	<u>728,005</u>
<b>Expenditure</b>						
Costs of commercial trading						
<i>Expenditure on trading operations</i>			(463,046)	-	(463,046)	(410,592)
Expenditure on charitable activities						
<i>Direct charitable expenditure</i>	4		(217,915)	(10,330)	(228,245)	(246,924)
<b>Total charitable expenditure</b>			<u>(680,961)</u>	<u>10,330</u>	<u>(691,291)</u>	<u>(657,516)</u>
<b>Net incoming resources</b>			21,251	-	21,251	70,489
Total funds brought forward			167,550	7,953	175,503	105,014
<b>Total funds carried forward</b>			<u>188,801</u>	<u>7,953</u>	<u>196,754</u>	<u>175,503</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 2022

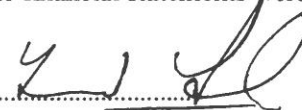
	Notes	2022 £	2021 £
<b>Fixed assets</b>			
Tangible assets	6	8,502	12,200
<b>Current assets</b>			
Stocks		-	653
Debtors	7	132,135	96,541
Cash at bank and in hand		101,979	98,602
		234,114	195,796
<b>Creditors: amounts falling due within one year</b>	8	(45,862)	(32,493)
<b>Net current assets</b>		188,252	163,303
<b>Total assets less current liabilities</b>		196,754	175,503
<b>Funds</b>			
Unrestricted funds		188,801	167,550
Restricted funds		7,953	7,953
		196,754	175,503

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 2022 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 22/02/2023 and signed on its behalf by:

  
Trevor Lock Chair

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 2022**

### **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 2022

### 3 Grant income

	Unrestricted funds £	Restricted funds £	2022 £	2021 £
London B. of Barking & Dagenham	219,122		219,122	209,701
City Bridge Trust		10,330	10,330	40,363
Arnold Clark	1,000	-	1,000	-
Rotary Club	450	-	450	660
The National Lottery Community	-	-	-	9,840
The London Community Foundation	-	-	-	6,872
	<u>220,572</u>	<u>10,330</u>	<u>230,902</u>	<u>267,436</u>

### 4 Direct charitable expenditure

	Unrestricted Fund £	Restricted Fund £	Total 2022 £	2021 £
Support costs (see note 5)	164,367	10,330	174,697	187,041
Staff training	2,167		2,167	6,163
Rent	11,238		11,238	10,747
Insurance	3,155		3,155	2,769
Light and heat	1,657		1,657	1,568
Repairs and maintenance	4,707		4,707	1,568
Printing, postage and stationery	6,385		6,385	8,560
Advertising	282		282	1,187
Telephone	5,895		5,895	6,188
Computer consumables	881		881	4,028
Travelling expenses	1,169		1,169	1,736
Consultancy fees	4,953		4,953	3,701
Governance costs (see note 5)	3,375		3,375	3,175
Bad debts			-	1,565
Clerical Support costs	3,212		3,212	3,047
Staff cost	756		756	786
General expenses	3,533		3,533	2,855
Bank charges	183		183	240
	<u>217,915</u>	<u>10,330</u>	<u>228,245</u>	<u>246,924</u>

# INDEPENDENT LIVING AGENCY

## Notes to the financial statements For the year ended 31 March 2022

### 5 Analysis of governance and support costs

	Support costs	Governance costs	
	2022		2021
	£	£	£
Staff costs	174,662	-	172,821
Clerical costs	-	3,047	2,921
Accountancy services	-	3,175	3,375
General office costs	3,533	-	3,593
	<u>178,195</u>	<u>6,222</u>	<u>182,710</u>

### 6 Tangible fixed assets

	Office Equipment	Motor vehicle	Total
	£	£	£
<b>Cost</b>			
At 31 March 2022	<u>11,497</u>	<u>4,800</u>	<u>16,297</u>
<b>Depreciation</b>			
At 1 April 2021	2,597	1,500	4,097
Charge for the year	<u>2,498</u>	<u>1,200</u>	<u>3,698</u>
At 31 March 2022	<u>5,095</u>	<u>2,700</u>	<u>7,795</u>
<b>Net book values</b>			
At 31 March 2022	<u>6,402</u>	<u>2,100</u>	<u>8,502</u>
At 31 March 2021	<u>8,900</u>	<u>3,300</u>	<u>12,200</u>

### 7 Debtors

	2022	2021
	£	£
Trade debtors	112,229	77,356
Prepayments	<u>19,906</u>	<u>19,185</u>
	<u>132,135</u>	<u>96,541</u>

# INDEPENDENT LIVING AGENCY

## Notes to the financial statements For the year ended 31 March 2022

### 8 Creditors: amounts falling due within one year

	2022 £	2021 £
Payments received on account	16,700	13,793
Trade creditors	6,028	8,516
Other Taxes and social security costs	7,066	3,480
Sundry creditors	12,265	1,964
Accruals	3,803	4,740
	<u>45,862</u>	<u>32,493</u>

### 9 Employees

#### Number of employees

The average monthly numbers of employees during the year were:

2022 Number	2021 Number
25	22
<u>25</u>	<u>22</u>

#### Employment costs

	2022 £	2021 £
Wages and salaries	164,322	170,064
Social security costs	10,375	16,977
	<u>174,697</u>	<u>187,041</u>

No employee earned more than £50,000 per annum

# **CEO REPORT 21/22**

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 bid for the tender and I'm pleased to say that we have won a 3 year contract to carry on supporting our residents

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

All the services 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

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 Caroline Thomas to the team and she has settled in well and the team are moving forward in a positive way. We have won the tender to run for two more years which will mean our team can carry on with the service we provide

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 14 years and year on year grows in strength the appointment 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

Equipment service has slowed down but still a vital part of our service to residents we will look at new ways to take this forward in the next 12 months due to covid it has been left but moving forward we aim to rebuild the service