



# **Independent Living Agency**

**AGM  
24/25**

# **Contents**

**Mission Statement**

**Committee/Staff/Volunteer Information**

**Registered Address**

**Agenda**

**Minutes of Last AGM (2023/2024)**

**Chairs Report**

**Treasurers Report**

**CEO Report**

## **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 2024/2025**

### **Board of trustees/Directors**

Keith Smith	Chair Person	Appointed March 2018
Peter Chand		Appointed March 2022
Darren Cunningham		Appointed January 2023
Gerry Driscoll	Thresher	Appointed September 2022
Andrew Slee		Appointed July 2024
Carol Pieters		Appointed March 2025

### **Management team**

Terry Miller CEO  
Karen Herbert Deputy CEO  
Towhid Khan Senior Financial Manager  
Carline Thomas Customer Relations Manager  
Shenay Elston Community project lead  
Sam Price Service manager

ANNUAL GENERAL MEETING  
OF  
BARKING & DAGENHAM INDEPENDENT LIVING AGENCY  
FOR 2024/2025

Agenda

- 1) Chairs Report and Introduction
- 2) Apologies
- 3) Agree Mins of AGM (2024/2025)
- 4) Chairs Report
- 5) Annual Reports
  - a. Finance
  - b. Adoption of Audited Accounts 2024/2025
  - c. Adoption of Auditor
- 6) CEO Report / Deputy CEO Report / Business Plan Launch
- 7) Guest Speakers (tbc)
- 8) Election of ILA Trustees
- 9) A.O.B

Refreshments and Networking

**Independent Living Agency Minutes for AGM meeting.**

Monday 28 October 2024 at 11.00am.

Meeting held at Kingsley hall Dagenham Essex

Welcome and introductions by Keith Smith

**Apologies:** Andrew Slee Darren Cunningham

Minutes of the previous meeting/AGM read by Keith Smith and agreed by Jerry Driscall

**Treasurer's report:** Jerry Driscall 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 Titi said in her statement it was a very good year and we increased our reserves BY £50,000

**Chair report:** gave an overview of how the ILA performed over 2023/2024 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 23/24 proposed by Keith Smith seconded by Karen Herbert

**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.

Terry Gave Over view of new project call NAPS

Vote for Samuels & Co to stay as auditor

Tim brown was presented with the D lock award for services to our community

Keith closed meeting thanking everyone for coming

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

Signed

Date



## **Chairperson's Report 2024 / 2025**

I would like to begin by thanking everyone for all they have achieved this year. Over my two years as Trustee and Chairperson of the ILA, I have continually felt inspired by the dedication and passion of our team. Looking back over the last 12 months, I feel incredibly proud. Whenever I meet our residents, I'm reminded of the real difference we make through the support we provide.

We remain a hands-on organisation, committed to empowering our community to stay independent in their own homes. This year, our services continued to grow. Our payroll department expanded into new areas, and we began working with the CCG. Feedback from our monitoring clearly shows that we are meeting the needs of our residents.

We also strengthened our partnership with Adult Services across East London and will continue to move forward collaboratively and positively. Our floating support team worked closely with Community Solutions, helping to demonstrate the value of joint working and shared outcomes.

I am pleased to report that all services operated within budget. We were able to increase our reserves this year and aim to continue building on this financial stability year after year.

We invested in updating our IT systems and have begun exploring new, improved pathways for working. This has been long overdue, and I am proud of the progress made.

We also supported a group of residents in developing the Forward Together Forum, which we have funded. The group has grown significantly and has held several successful forums, strengthening the voice of our service users.

This year, we supported more residents than ever before. Listening to our residents remains central to our work, and our collaboration with the Forward Together Group has been vital in ensuring we receive meaningful feedback and maintain strong links with the Local Authority.

I am especially pleased with the work Debbie and her team have achieved through the Healthy Living Project. It has been inspiring to see the positive changes—from college courses to gym sessions, cooking lessons, and a wide range of keep-fit activities—all aimed at reducing isolation in our community. I would like to thank the National Lottery for funding this powerful project. With over 360 residents taking part, the feedback has been overwhelmingly positive. From the trip to Kew Gardens to the excitement of learners earning a pass, to stories from arts and crafts, gym sessions, and cooking classes—it has all been a wonderful celebration of community connection. A huge thank-you to the entire team for their exceptional work.

I would also like to acknowledge the Blitz Team, who continue to go above and beyond to ensure we meet every client's needs. Our floating support team has once again helped people stay in their own homes while achieving a record amount in benefit increases for residents in 2024/25.

We remain a service-user-led organisation, run by disabled people for disabled people—something we are deeply proud of.

## Treasurer's Report 2024/2025

This is my second year serving as Treasurer, and I am grateful to say that I have truly enjoyed this role. As a person with disabilities, I feel I have finally found my calling. It is a privilege to contribute to an organisation that empowers others and creates real change in our community.

I am delighted to report that 2024/25 has been a strong and positive year for us as a charity. We supported more residents than ever before and successfully met all our social value targets through our contracts with LBBD. Our work now reaches people across East London, and I continue to be inspired by the dedication, compassion, and professionalism of our team.

I am equally grateful for the support of my fellow trustees during my second year as Treasurer. This year, I had the opportunity to meet Sam, our auditor from Sammels & Company. He was very pleased with our accounts, raised no concerns, and was satisfied with our reporting and financial management. He has now fully signed off our accounts, which is a significant achievement for the organisation.

I would also like to extend my thanks to our external accounts clerk, Titi, for her guidance and for ensuring I had all the necessary paperwork prepared ahead of trustee meetings. Her support has been invaluable.

One of our greatest successes this year has been increasing our reserves by more than **£50,000**. This was achieved through careful cost savings, strict adherence to budgets, and close collaboration between the CEO and Titi to ensure we stayed on target. These efforts helped us reach the reserve level recommended by our auditor, strengthening our financial position for the future.

Our payroll service continues to grow week by week, and I am pleased to confirm that all our services remain on budget. I appreciate the regular feedback I receive from the team, which ensures we stay financially responsible and well-informed.

As we move forward, we remain committed to increasing our reserves in line with our rising turnover. With the current economic uncertainty and the ongoing cost-of-living pressures, it is more important than ever that we maintain a strong, resilient financial foundation. I will continue meeting regularly with Titi, our internal accountant, to ensure we stay on budget and make informed decisions.

We do not know what the future holds, but I am confident in our direction. With careful planning, strong teamwork, and a shared commitment to our mission, **the ILA will continue to grow, adapt, and support those who need us most.**

**Thank you to everyone who has contributed to another successful year.**

Jerry Driscoll

Charity number: 1064099  
Company number: 3370858

INDEPENDENT LIVING AGENCY  
LIMITED BY GUARANTEE

Reports and statements of financial activities

For the year ended 31 March 2025

# 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:

Keith Smith	Chair
Darren Cunningham	Vice Chair
Gerry Dricoll	Treasurer
Andrew Lee	(appointed 24/07/2024)
Peter Chand	
Carol Pieters	(appointed 28/03/2025)
Trevor Lock	
Doreen Lock	(deceased on 12/07/2024)

**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

# **INDEPENDENT LIVING AGENCY**

## **Trustees' report**

**For the year ended 31 March 2025**

### **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 2025

#### 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 six months during a period of unforeseen difficulty.

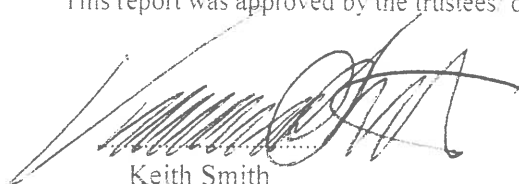
Based on projections for the year ending 31 March 2025 the minimum reserve would be £370,250

Full disclosure on all matters relating to fixed assets are set out in note 6 to the financial statements.

This report was approved by the trustees/ directors on

16/10/25

and signed on its behalf by



Keith Smith

## 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 2025 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.FAIA

2nd Floor

594 High Road

London N17 9TA





# INDEPENDENT LIVING AGENCY

## Statement of financial activities

For the year ended 31 March 2025

	Notes	£	Unrestricted funds £	Restricted funds £	2025 Total £	2024 Total £
<b>Incoming resources</b>						
Grants	3		-	199,001	199,001	99,794
Income from contract			245,969	-	245,969	245,705
Other incomes			75	225	300	7,222
<b>Commercial trading activities</b>						
Income from trading operations			549,198	-	549,198	565,581
<b>Total incoming resources</b>			<u>795,242</u>	<u>199,226</u>	<u>994,468</u>	<u>918,302</u>
<b>Expenditure</b>						
<b>Costs of commercial trading</b>						
Expenditure on trading operations			(492,486)	-	(492,486)	(532,835)
<b>Expenditure on charitable activities</b>						
Direct charitable expenditure	4		(251,208)	(199,226)	(450,434)	(350,681)
<b>Total charitable expenditure</b>			<u>(743,694)</u>	<u>(199,226)</u>	<u>(942,920)</u>	<u>(883,516)</u>
<b>Net incoming resources</b>			51,548	-	51,548	34,786
Total funds brought forward			<u>290,401</u>	<u>7,953</u>	<u>298,354</u>	<u>263,568</u>
<b>Total funds carried forward</b>			<u>341,949</u>	<u>7,953</u>	<u>349,902</u>	<u>298,354</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 2025

	Notes	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	6	11,336	10,316
<b>Current assets</b>			
Debtors	7	90,200	84,441
Cash at bank and in hand		328,016	290,886
		<u>418,216</u>	<u>375,327</u>
<b>Creditors: amounts falling due within one year</b>	8	(79,870)	(87,289)
<b>Net current assets</b>		338,346	288,038
<b>Total assets less current liabilities</b>		<u>349,902</u>	<u>298,354</u>
<b>Funds</b>			
Unrestricted funds		341,949	290,401
Restricted funds		7,953	7,953
		<u>349,902</u>	<u>298,354</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 2025 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 16/12/25. and signed on its behalf by:

  
Keith Smith

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 2025

### 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 2025

### 3 Grant income

	Restricted funds	2025	2024
	£	£	£
BD NHS-MH & Community	3,350	3,350	
Lottery	143,671	143,671	99,794
LBBD NCIL	5,890	5,890	
Care City Innovation	42,575	42,575	
LBBD Garden Project	1,084	1,084	
Others	656	656	
	<u>199,226</u>	<u>199,226</u>	<u>99,794</u>

### 4 Direct charitable expenditure

	Unrestricted Fund	Total 2025	2024
	£	£	£
Support costs (see note 5)	200,132	200,132	197,893
Staff training	1,476	1,476	1,479
Rent	7,768	7,768	7,542
Insurance	4,025	4,025	1,066
Light and heat	2,379	2,379	3,567
Repairs and maintenance	7,895	7,895	5,609
Printing, postage and stationery	8,370	8,370	7,755
Advertising	537	537	626
Telephone	4,575	4,575	5,831
Computer consumables	401	401	3,500
Storage	1,227	1,227	3,395
Travelling expenses	732	732	377
Consultancy fees	4,286	4,286	3,016
Governance costs (see note 5)	4,000	4,000	4,000
Depreciation	993	993	1,419
Staff cost	877	877	1,365
Subscription	66	66	165
General expenses	1,233	1,233	2,153
Bank charges	236	236	129
	<u>251,208</u>	<u>251,208</u>	<u>250,887</u>

# INDEPENDENT LIVING AGENCY

## Notes to the financial statements

For the year ended 31 March 2025

### 5 Analysis of governance and support costs

	Support costs	Governance costs	
	2025	2024	
	£	£	£
Staff costs	200,132	-	197,893
Accountancy services	-	4,000	4,000
General office costs	1,233	-	2,153
	<u>201,365</u>	<u>4,000</u>	<u>204,046</u>

### 6 Tangible fixed assets

	Office Equipmemt	Motor vehicle	Total
	£	£	£
<b>Cost</b>			
At 1 April 2024	18,442	-	18,442
Additions	-	15,170	15,170
At 31 March 2025	<u>18,442</u>	<u>15,170</u>	<u>33,612</u>
<b>Depreciation</b>			
At 1 April 2024	15,044	-	15,044
Charge for the year	3,220	3,792	7,012
At 31 March 2025	<u>18,264</u>	<u>3,792</u>	<u>22,056</u>
<b>Net book values</b>			
At 31 March 2025	<u>178</u>	<u>11,378</u>	<u>11,556</u>

### 7 Debtors

	2025	2024
	£	£
Trade debtors	80,617	73,138
Prepayments	9,583	11,303
	<u>90,200</u>	<u>84,441</u>

# INDEPENDENT LIVING AGENCY

## Notes to the financial statements For the year ended 31 March 2025

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

	2025	2024
	£	£
Payments received on account	42,474	49,503
Trade creditors	5,772	4,892
Other Taxes and social security costs	10,003	10,307
Sundry creditors	17,412	18,587
Accruals	4,209	4,000
	<u>79,870</u>	<u>87,289</u>

### 9 Employees

#### Number of employees

The average monthly numbers of employees during the year were:

2025	2024
Number	Number
27	28
<u>27</u>	<u>28</u>

#### Employment costs

	2025	2024
	£	£
Wages and salaries	191,636	190,485
Social security costs	8,496	7,408
	<u>200,132</u>	<u>197,893</u>

The total wages and salaries of the charity during the year was £686,978 of which an amount of £409,958 was for trading activities.

No employee earned more than £50,000 per annum

## CEO REPORT 24/25

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 team contract now will end in July 2025

We have as a team worked tirelessly through the year as the credit crunch has meant that we have had to support our clients more than ever and this was very much the whole ILA pulling together to meet the demand our service has been pushed to levels and we met the needs of our community

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 we are really happy to say that new project for disability employment has started Mya is the lead the project is moving forward very quickly its 3 year project from City Bridge Trust

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 Karen into our team she has settled in well and we will continue to look at meeting the needs of our changing community

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 20 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 we have looked at the way we work and have set a review in place and Mollie Storey will report back to the trustees in the next few months

The home cleaning and shopping service has grown throughout the year and has become a very important service to our residents

Heathy living project We have a grant finder looking for funding to take us forward as lotter runs out in march 2025

Of course, I have not worked alone we have a team that inspires me every day and working alongside our residents is truly empowering

2024 /25 has seen us face new challenges and residents facing problems which we not seen before as a team we have meet these challenges and worked aside our partner groups to meet all new needs in the community

Our new contact information booklet as been a real help to our community we have produce over 5000 booklets

I would like to thank all our partners and trustees for their support over the last year I look forward to the year ahead as we move forward the ILA WILL GO FROM STENTH AND STENTH

Terry Miller

ILA CEO