



**Elizabeth Finn Care
incorporating Turn2us**

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Registered company number 5225008

working
together to
help
more
people in
need

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we help by providing personalised support

Who we are

The Elizabeth Finn Group (EFG) is comprised of three individual but interlinked operations.

Elizabeth Finn Care (EFC), originally founded as The Distressed Gentlefolks Aid Association in 1897, has given financial, emotional and practical support to people who have fallen on hard times for over 100 years. Since we were founded, we have given more than £130 million in grants to people from a wide variety of professional backgrounds. Today EFC supports over 3,000 British and Irish citizens with grants totalling £4 million each year.

Elizabeth Finn Homes Limited (EFHL), is a wholly owned subsidiary of EFC, and operates 10 care homes in England, as well as a number of almshouses located in Coleshill, Warwickshire. EFHL is justly proud of the reputation it has established in the care homes sector.

Despite our highly successful track record for helping those in need, EFC realised that so much more yet needed to be done, and that so very many people in

need fell outside the Charity's criteria. As a result, in 2007 we established Turn2us as a unique service, able to help the widest possible range of people in need through a comprehensive website and helpline service.

In this our 113th year, we are working in a society that is once again experiencing a recession and the severe difficulties that come with an economic downturn.

We knew that the demands on the EFC and Turn2us services would be substantial, and we were right. It is a tribute to all those involved in EFC and within the Turn2us operations, that everyone has risen to that challenge and that we are now helping more people than ever before. In fact, compared to last year we are now providing financial support to 12% more people. Turn2us is still an evolving service, and there is much to be done in increasing the scope and availability of the help we can provide.



EFC and Turn2us can provide support to the widest possible range of people experiencing financial hardship and need.

The need and demand for the work we all do is not in doubt, and the numbers serve to underline that point. Important though these numbers are, we must also recognise the need to maintain the levels of quality and excellence for which EFC has become known over the years. During the past year the work of EFC and Turn2us has been recognised in a number of awards and accreditations, including, the Volunteers Accreditation for our Volunteer Visitors Programme; Third Sector Excellence Awards for Innovation in Grant Making; The Helpline Association Quality Standards Accreditation, and the Shaw Trust and Plain English Accreditations.

The scope of the work that we do in the care sector, in directly helping individuals and families in financial need and hardship, in guiding and supporting other third sector organisations, and in providing hope, help and support to anyone in hardship, is now truly far-reaching. Working in partnership with opinion formers and policy makers is central to our work, and we are pleased that we are seen as increasingly influential

in promoting and securing changes that can improve the lives of all those in need.

EFC and Turn2us provide support to the widest possible range of people experiencing financial hardship and need.

As we approach the second decade of the 21st century, there is no doubt that the services, help and financial support that EFC and Turn2us provide will be increasingly in demand. We still have a long way to go, and much to do, to enable us to live up to expectations, and to be able to continue to increase the reach and effectiveness of what we do. In short, we want to help more and more people, and we will need more and more help from volunteers, companies, foundations and the public to enable us to do so.

Richard Down
Chairman

Jonathan Welfare
Chief Executive

helping people get back on their feet

Elizabeth Finn Care (EFC) gives grants and support to people struggling to cope with sudden or unexpected changes in their circumstances. We provide a financial and supportive safety net for people from over 120 different occupations.

We help by providing both one-off and ongoing financial help, tailored to individual circumstances, as well as emotional support through our experienced caseworkers and national volunteer network.

The Charity was established by Elizabeth Finn as the Distressed Gentlefolks Aid Association to relieve financial hardship.

Today, we continue to respond to society's changing needs and our commitment to helping those in financial distress has never wavered.

Our grant-giving role during the economic crisis

While the current recession has significantly affected the financial circumstances of many thousands of people, we must not forget that prior to this downturn, there were already over 13 million people living in poverty in the UK and

Republic of Ireland, 3.9 million of whom are children.

During 2008/09 applications for grants quadrupled. This resulted in additional pressures for our caseworkers, which we managed to alleviate by additional recruitment and an increase in authorisation limits. This helped reduce the response times.

We are proud to say that despite these additional pressures the Charity has managed to help 3,324 people this financial year, an increase of 12% compared to last year.

Always striving to be the best and adapting to the market

As part of our endeavours to ensure we provide the best possible service for those needing our help, we are continually encouraging a review of our methods, procedures and policies both internally and externally.

Following Board approval in November 2008 the role of our Case Committee has been refocused. Over the next year the Committee will concentrate

12% more people were helped by EFC this year.

63% of people we help were struggling to pay their bills before EFC's help.

3,324 people have been helped get back on their feet this year by EFC.

on developing the strategy and policy for the grant-giving service of the Charity. It will review the strategic plan for casework which will inform the Charity's vision and mission over the next 10 years. This will ensure that we continue to deliver an effective grant-giving service to those most in need. One area where we are seeing a change is in the age of those we help. We are now supporting many younger people. It is important that we continually monitor the profile of those we help and ensure our service adapts to meet these changing needs.

As part of this ongoing development, monitoring and adaption process, the caseworkers in the grant-giving team will be encouraged to develop specialised advice-giving skills, which will focus on specific welfare benefits and other forms of support. By broadening the type of assistance we offer, we will be able to widen the scope of people we help. As an example of this, the Charity is now working in partnership with the Shaw Trust in Wales to develop a re-training and Back-to-Work programme.

Recognition of our achievements

In November 2008, we were awarded the Third Sector Excellence Award for Innovation in Grant Making. This award, given by our industry peers, recognised the innovations that we introduced within our grants process to enable us to assist more people.

In March 2009, we were awarded Investing in Volunteers accreditation for our Volunteer Visitor Programme which is endorsed by the national volunteering agency, Volunteering England and funded by the John Ellerman Foundation. As part of our Programme, we revised our volunteers policy and reviewed and improved our communication and training for volunteers, creating a case consultant role.

It is now standard practice for our visitor volunteers to be retrained every two years. This cements our commitment and dedication to all our existing and new volunteers. We are also increasing our recruitment programme to help with the increase in applications.



Katie Adie is a supporter of the Big Tea Cosy



Adam Zervas and Nick Wylie (pictured) are from the Extreme Sports Academy at Watergate Bay and they came up with the idea to take their morning tea out at sea.



Lynda Bellingham raises a mug for the Big Tea Cosy



In March 2009, we were awarded 'Investing in Volunteers' accreditation for our Volunteer Visitor Programme.



In November 2008 we were awarded the Third Sector Excellence Award for Innovation in Grant Making.

Communicating effectively

To ensure people who need our help, but do not speak English as their first language, can access the Charity's services – all of our grant-application publications have been translated into six non-English languages. In addition, our publications are available in large print and audio CD. These documents are also available on our website for people to download.

We have seen a nine fold increase in media activity during 2008/09, which has taken the form of national regional and trade, consumer and broadcast coverage.

Dispatches – Channel 4

EFC featured in the award-winning documentary series, Dispatches. The programme lifted the lid on some of the biggest victims of this recession: the middle-class, many of whom stand to be Britain's next generation of 'hidden poor' unless more drastic action is taken.

The Big Tea Cosy

In its first year, this event was a resounding success. The idea came from Elizabeth Finn's first fundraising events – tea parties with friends. Living in poverty can often result in people feeling isolated and lonely. Therefore the idea around the Big Tea Cosy was to provide local events where people could turn up for a cup of tea and feel welcome. The Big Tea Cosy was promoted all over the country with hundreds of small tea parties taking place during May 2009.

“The assistance I have received from Elizabeth Finn Care made all the difference between surviving and not.”



For two months, Peter was ordered to lie flat with his head strapped to a bed. He was told he would never walk again.

How we helped Peter.

On the first day of the new Millennium, Peter Cardner woke up paralysed from the neck down. As a self-employed Mechanical and Electrical Engineer, he had travelled all over the world working on large projects. On his way out of the house the previous morning, Peter had felt a sharp pain in his neck, which he assumed was an insect sting of some sort. During the day, he noticed he was starting to lose his balance. By the end of the day, he was unable to hold a cup of tea steady.

The next day – the beginning of the New Year – he woke up unable to move. Peter’s eldest daughter, then 11 years old, called an ambulance and Peter was taken to a spinal injuries unit, where he remained for a year and a half.

His injury was an extremely rare and extraordinary case. A bone spur had grown on his vertebrae and, as Peter had turned his head that day, the bone spur severed his spinal cord.

Peter suffers from neuropathy pains which mean that his whole body feels as if it is on fire and is extremely

painful to touch – even clothes are agonising to wear and showering is too painful. Over the years Peter has been in and out of a coma and undergone more operations.

Throughout the last nine years, Peter’s two daughters, Sarah and Katie, have been his support and lifeline. Although both were very young (9 and 11 years old) and at school at the time, the girls have cared for Peter’s needs ever since.

Defying the doctors after two years in a wheelchair, through sheer determination Peter taught himself to walk again, to lift his arms and to write.

Peter heard about EFC through his district nurse and, he says, during the early days, the extra financial help he received made all the difference between surviving and not.

EFC helped by purchasing a special foam mattress that was too expensive for Peter to buy himself and not available on the NHS. This has completely changed his life by making the time he spends in bed a little less painful.



excellent standards of care in all our homes

Why we are here

Elizabeth Finn Homes Ltd (EFHL) is a commercial entity and subsidiary of EFC. EFHL manages the 10 care homes looking after over 430 residents and gifts the surplus from its activities to EFC.

Each Home has a Friends Committee of local volunteers who work with our Social Events Co-ordinators to organise outings and activities and befriend residents whose relatives are not able to visit as often as they may wish.

We take great care to ensure that residents have plenty in common, so that dining or socialising is a pleasure. We are proud of our high standard of cuisine and can cater for a wide range of dietary requirements.

We believe that residents should retain as much of their independence as possible. Our residents make decisions about their health and personal care and are free to join in those activities that appeal to them most. Independence, choice and dignity are assured at all times.

In addition to long term care, we offer convalescent, palliative and respite care. If someone is living at home but being cared for by relatives or friends, we can arrange for them to come in for a short stay to give their carers a holiday.

Residents' wellbeing is at the centre of our work. We engage first-rate staff and have the latest moving and bathing equipment in well-designed surroundings, complimented by elegant décor.

Working to do more

The role of our care staff, of whom we are enormously proud, has played a vital role in the success and recognition EFHL has received over the past year. The dedication, commitment and loyalty of its 793 employees, and many volunteers, have been instrumental in our success.

We continually strive to improve our service and the Homes themselves. The major redevelopment works at Halliwell in Tunbridge Wells are continuing. Refurbishment at Hampden House in Harrogate is due to start in April 2010.



“I was delighted to visit Eversfield and meet all the carers and residents. The visit

was a great opportunity to speak to lots of people and hear about their interesting lives. The level of choice and care that the residents receive is one of the highest standard.”

Dame Christine Beasley, Chief Nursing Officer for England visited Eversfield, the Elizabeth Finn Home in Reigate, Surrey.

The continued programme to develop and invest in all the Homes endorses the commitment and dedication EFHL has in providing sector-leading care for all its current, and future residents.

Martin Watts, who was Chairman of EFHL since its establishment four years ago, has stepped down to become the Chairman of the Royal Cornwall Hospitals Trust. We are very grateful to Martin for his significant contribution to the success of EFHL and wish him every success in his new post.

Francesca Quint, a non-executive Director of EFHL, succeeds Martin Watts as the new Chairman of EFHL. Francesca is a member of the Chancery Bar and specialises in charity law. She has been a Trustee of Elizabeth Finn Care since 1994.

We regularly review our working practices and a formal procedure is in place so that any complaints, thankfully rare, are dealt with speedily. Residents are actively encouraged to exercise and enjoy life to their full potential.



Harry and Carol Montagu have clocked up a combined 82 years of unbroken service to the elderly residents of our care home Greathed Lodge, London

‘Volunteer of the Year Award’ winners
Harry and Carol Montagu

Recognition for our work

During the last year the standards of care provided by the Homes have been independently assessed by the Care Quality Commission – the care sector’s regulator. Seven of our homes received inspection visits and in the subsequent public reports all achieved the highest ‘excellent’ (3 star) rating. No homes scored lower than ‘good’.

In addition, three of the Homes received visits from the local Environmental Health Department this year and were all awarded the ‘excellent’ (5 star) rating. This recognition affirms that our continued investment and our commitment to ongoing training and quality are paying off.

Several of our Homes have won, or been finalists, in a range of national awards.

At Rashwood, a member of staff won the Learner of the Year Award and the head chef won a place in the final of the Heart of England Fine Food Awards. Halliwell was a finalist at the Kent Business Awards. It has also been nominated for a place in

the finals of the Laing and Buisson Awards and was a winner at the West Kent Business Awards for ‘best training programme’.

A number of our staff were finalists in the Care Awards. These include a carer from Hampden House, Yorkshire, a chef from Rashwood in Worcester and the General Manager of The Lodge in Exeter.

Harry and Carol Montagu have clocked up a combined 82 years of unbroken service to the residents of our care Home Greathed Lodge. The couple’s involvement with the home in St John’s Wood, London, dates back to 1959, they have supported the residents and raised a considerable sum of money for the home’s development.

For their outstanding commitment and dedication, Harry and Carol Montagu were jointly awarded the ‘Volunteer of the Year’ award at the Third Sector Excellence Awards 2008.



“It is impossible for me to give the full measure to all the kindness shown to my father while he was with you. I can say that I have never seen a Nursing Home so well run and as competent as yours, and the whole family appreciates what you have done for our father.”

107 year old at 108 mph

Dulcibella King-Hall celebrated her 107th birthday with a ride around Brands Hatch at 108mph. Miss King-Hall who was a resident at Halliwell Care Home, was born on 28 March 1902. Her love of fast cars stemmed from her service in World War Two, where she was employed to test seconded vehicles that would later be used as ambulances.

Dulcibella became an international celebrity when she became the oldest person to complete a lap at the famous British motor sport circuit. News of her historic lap was covered all over the world – including YouTube! Speaking after her record-breaking circuit, Miss King-Hall said; “It could have been faster”. Asked why she loved the thrill of speed Dulcibella said;



“I like the feeling of the vehicle going vroom”.

Dulcibella King-Hall sadly died recently and is much missed at Halliwell. Dulcibella left a legacy to EFC for which we are very grateful.



Turn2us

helping people in financial need

Turn2us was founded and funded by EFC in August 2007. It was set up to help the 13 million people living in poverty in the UK access the welfare benefits and grants available to them through our free confidential comprehensive website and helpline services.

Turn2us and EFC joined together as a single charity with effect from October 2009.

Working in Partnership

Turn2us works in partnership with others to inform its work and ensure the delivery of high quality services to a diverse group. These partnerships have been crucial to our success. Members include the Turn2us Strategic Development Group, which consists of AdviceUK, Association of Charitable Officers, Benevolence Today, Citizens Advice, Money Advice Trust, Home-Start UK and Child Poverty Action Group. Their views and support have been crucial to the development of the Charity's services and dissemination of Turn2us through their networks.

Turn2us services

Website

Through independent research, feedback and on-going user groups, Turn2us services have been informed, shaped and developed by the people using its services;

- People in financial need
- Intermediaries
- Charities

The website is designed to help people quickly and easily find out which benefits, tax credits and charitable grants may be available to them or the person they are trying to help.

Our website was further developed in November 2008 and now offers:

- **Benefit checker** – to identify benefit entitlement and amounts.
- **Grants search** – with a database of over 3,300 grants, the search enables a person to match their needs and circumstances to a charity's grant-giving criteria and apply to the charity on-line, via the website, or directly to the charity.

80%

of individuals were very satisfied with the service they received from the Turn2us helpline

95%

of individuals found the information they were looking for

30,000

enquires will be handled by our helpline this year

- **Intermediaries service** – to enable advisers and support workers to manage on-line enquiries to grant-giving charities on behalf of clients, within a secure area of the website.
- **Information and resources** – comprehensive, authoritative and accessible information on benefits, grants and managing money.
- **'Find an adviser' tool** – to help locate a local or specialist adviser for face-to-face support.

Turn2us has now launched a presence on Facebook and YouTube to reach out to people in these communities to check their eligibility for benefits and grants, via the website.

In 2009, the website was accredited by the Shaw Trust, verifying that it has been designed and coded to the highest levels of best practice for on-line services for people with disabilities. It has also achieved accreditation by the Plain English Campaign.

Helpline

Not everyone, especially older and financially excluded people, are able to access information via the internet and so in November 2008, the Turn2us pilot telephone helpline was launched. The fully trained helpline staff provide an independent, free and confidential service undertaking benefits checks, grants searches and signposting people to further help.

- **80%** of individuals were very satisfied with the service
- **95%** of individuals said they gained the information they were looking for
- **95%** of individuals felt more confident about their situation immediately following their call to the helpline

“I like the fact that you can talk about your situation to a real person on the helpline as well as using the resources on the Turn2us website.”



- Almost all callers said they would recommend the service to others—testament to both the value and quality of the service
- Without the helpline many callers said they would have done nothing or not known what to do

The helpline service records the contacts it receives or makes. A contact can take the form of a telephone call, email or letter received an outbound call or referral to another source of assistance. The contacts for the period between November 2008 and March 2009 totalled 3,051. The target contacts for 2009/10 is 30,000.

In September 2009 the Turn2us helpline was awarded The Helpline Association (THA) Quality Standards accreditation.

Helpline staff are trained using a bespoke training programme developed with the THA

Maximising income for those in financial need

Awareness of Turn2us and its website service has grown significantly in the last six months. Turn2us target audiences are often hard to reach and therefore the initial promotion campaign around ‘Income Maximisation’ focused on those intermediaries such as Citizens Advice advisers who have face-to-face contact with people living in financial need. Over 17,000 of these intermediaries have received information featuring Turn2us services. This activity, together with proactive press activity in relevant trade publications both on and offline, and the creation of over 450 links with websites of intermediary groups, has helped increase visits to the website, benefits calculations and searches for charitable grants.

“A very efficient, friendly and professional response from the person who answered the telephone. It left me more confident that a solution to my personal situation can be found.”

“Although I was apprehensive and hard of hearing, the assistant was understanding and spoke clearly. If I did not hear her properly, she was pleasant and repeated the question without embarrassing me. I felt at ease and a load lifted off my shoulder.”

Too embarrassed to ask for help

Turn2us has now reached a wider audience with its public campaign highlighting the problem of people being too embarrassed to ask for help. This increase in media coverage has had an ongoing cumulative effect in respect of the website activity, with visits increasing from 108,683 for the year ending 31 March 2009 to 140,900 for 2009/10 year to date against a target of 150,000 for the year.

It's a family affair

At the end of 2008, Turn2us was successful in securing financial support from the Department for Children, Schools and Families (DCSF). In conjunction with our partners Child Poverty Action Group (CPAG) and Home-Start UK, the 'Working together to maximise Income for families' project aims to help over 15,000 families over a two year period.

“The lady who rang me communicated in a very friendly, informative and professional way.”

“When calling for help, I encountered a very kind and sympathetic service.”

Turn2us services figures

	April 08–March 09
Benefits calculations	10,097
Helpline contacts	3,051
Total website visits	108,683

Impact of Turn2us activity

November 2008/
March 2009

Benefits:

10,097 benefits calculations were completed in the year 2008/09. Total entitlement * for means-tested benefits identified for the year was over £880,000.

A charity's perspective – The Bankers Benevolent Fund

The Bankers Benevolent Fund (BBF) is an occupational benevolent fund for the banking community, which has been working with Turn2us since its launch last year. Through Turn2us, the BBF is able to receive appropriate enquiries from potential beneficiaries at no cost.

BBF Chief Executive and EFC Trustee, Fred Payne, says "Turn2us has helped the BBF to better signpost its services to the advice and charity sector." He explains, "We have a strategy for getting the word out to the banking community, but a great many people have of course left or retired and it's these people we want to reach out to. Because Turn2us is a comprehensive service, it has made it easier for advisers to find out what we offer and help members of our community. I'd absolutely recommend charities to use Turn2us and encourage others to sign up to the service."

“Turn2us enables me to locate charities that I never knew existed. My clients have quite specialist needs and through Turn2us I have been able to find exactly what I need to help them.”

“The advantage of Turn2us is that it is quick and easy and it enables us to reach people who might never have known about us before.”

*This figure calculates the possible entitlement of individual cases, as opposed to recording additional benefits claimed.

“I wouldn’t have received the financial support from the Bankers Benevolent Fund without Turn2us, as I wouldn’t have known where to go for help.



The financial support I have been given has been a great help, giving me peace of mind during a very difficult time.”

Aneta

Aneta’s story

Aneta is 52 years old and has one son. She worked for a bank for over 20 years. She enjoyed her work and was proud of the fact she was able to support herself and her son. However, when she suffered an injury, she suddenly found she was no longer able to work. She struggled to make ends meet and simply didn’t know what help was available, or how to access it.

Aneta found the Turn2us website, when it was recommended to her. Through this, she discovered she might be eligible for help from the Bankers Benevolent Fund (BBF) and was able to make an online enquiry to the charity. So far, Aneta has received almost £1,600 from the BBF, which has helped her with vital house repairs and heating costs. The BBF caseworker, who visited Aneta, also helped her with an application for Disability Living Allowance.

Aneta says, “I wouldn’t have received the financial support from the Bankers Benevolent Fund without Turn2us, as I wouldn’t have known where to go for help. The financial support I have been given has been a great help, giving me peace of mind during a very difficult time.”

As a volunteer at her local Credit Union, Aneta encourages people to use the Turn2us website, to see what benefits and grants are available to them. She feels the best thing about Turn2us is the wide range of charities available on the website which give grants. She says: “Turn2us enabled me to get help quickly and easily in addition to checking whether I was claiming all the benefits I was entitled to – it’s a terrific one-stop shop.”

Honorary Treasurer's Report

The Charity's net operating expenditure for the year ended 31 March 2009 doubled to £3.4m (2007/08 £1.7m), as it maintained its strong commitment to grow the number of beneficiaries supported by grants and to extend the free Turn2us services for helping anyone living in poverty. The current level of reserves can only support planned future growth in grants paid and services provided beyond the next financial year if the future level of voluntary income is considerably increased.

The total number of beneficiaries supported with direct grants during the year increased by 12% to 3,324 (2007/08 2,968). The Charity aims at maintaining the same high annual growth rate of 12% for the number of supported beneficiaries in 2009/10. The age profile of beneficiaries continues to drop with nearly 50% of beneficiaries now under the age of 60. The role of volunteers as visitors is of increasing importance in order that the Case department can

improve the quality and breadth of support for beneficiaries.

Turn2us provides information and access to grants, benefits and other income on one comprehensive website. The website received 108,000 visits during the year and a target of 150,000 visits is set for next year. The telephone helpline service for assisting people and agencies that help people in poverty was introduced as a pilot starting in November 2008. It received 5,000 calls by the end of the pilot period and a target of 30,000 calls is set for the coming year.

For the fourth consecutive year, the subsidiary Elizabeth Finn Homes has achieved a significant surplus, all of which is ploughed back to help fund the Charity's activities. The surplus in the year was £3.3m, after adding back the property rent of £2.2m that is paid to the Charity. A similar level of surplus is expected for 2009/10. Refurbishment expenditure for the care homes was £3.3m compared to £1.4m for 2007/08. The increase reflects

the major refurbishment project for the Halliwell care home in Tunbridge Wells that started in February 2008 and is due to finish in Spring 2010. Funding for this project is provided by the £8m bank loan facility with Allied Irish Bank.

Total long term investments of £40m as at 31 March 2009 was after net capital losses of £5.7m due to the significant fall in global equity markets. The loss on long-term investments for the year was 19% compared to a 29% loss for the FT All Share Index. The net capital losses of £5.9m comprised £0.5m realised losses and £5.4m unrealised losses. In the current financial year to date net capital gains of £4.5m have comprised £0.5m realised gains and £4.0m unrealised gains. The equity investments are held for the long term and the Charity expects to recover the rest of the 2008/09 capital losses in future years.

As a matter of policy, each year the Trustees review the level of the reserves required to be held in order to generate investment

“It’s such a relief to have discovered your site. It’s given me hope about getting out of the awful financial situation I’ve been in and am still struggling with.”



income, which, in addition to the voluntary income, is sufficient to fund the financial support for those in need and provide the free Turn2us services. The Trustees also review the level of reserves needed to absorb the expected future financial deficits, which result from maintaining the planned level of financial support and Turn2us services.

After such reviews the Trustees have recognised that current reserves will not be able to absorb significant deficits after 2009/10 and, therefore, the future level of voluntary income needs to be increased. Furthermore the marked increase in the level of fundraising costs from £0.8m in 2007/08 to £1.5m in 2008/09 reflects the additional resources needed to help achieve the required increase in voluntary income.

£4.6m

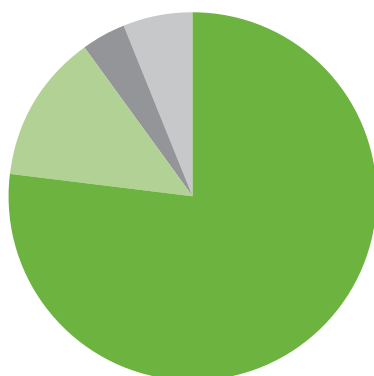
The total voluntary income for the financial year was £4.6m

£4.8m

The total amount spent helping those in financial need totalled £4.8m

Michael J Pavia
Honorary Treasurer

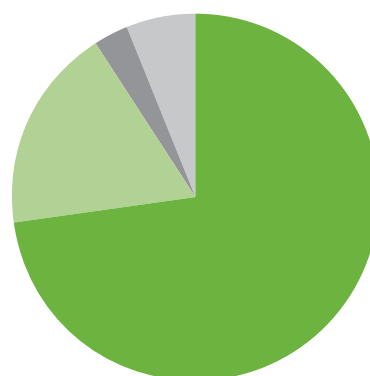
2007/08



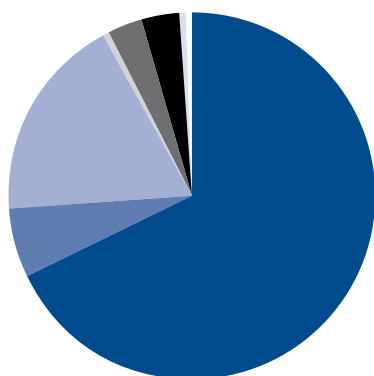
Incoming resources

■ Fees received	77 %	£17.3m
■ Voluntary income	13 %	£2.9m
■ Supported Residential & Nursing Care	4 %	£0.9m
■ Investment income	6 %	£1.4m
Total	100%	£22.5m

2008/09

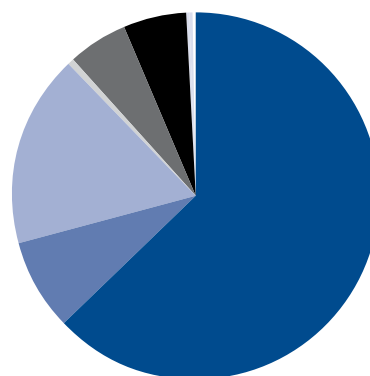


■ Fees received	73 %	£18.2m
■ Voluntary income	18 %	£4.6m
■ Supported Residential & Nursing Care	3 %	£0.6m
■ Investment income	6 %	£1.6m
Total	100%	£25.0m



Resources expended

■ Running cost of Homes	68 %	£16.5m
■ Refurbishment of Homes	6 %	£1.4m
■ Counselling, grants and allowances to beneficiaries	18 %	£4.4m
■ Dementia Care	0.5 %	£0.1m
■ Turn2us	3.3 %	£0.8m
■ Fundraising	3.3 %	£0.8m
■ Reorganisation	0.4 %	£0.1m
■ Governance	0.5 %	£0.1m
Total	100%	£24.2m



■ Running cost of Homes	63 %	£17.0m
■ Refurbishment of Homes	8 %	£3.3m
■ Counselling, grants and allowances to beneficiaries	17 %	£4.8m
■ Dementia Care	0.4 %	£0.1m
■ Turn2us	5.4 %	£1.5m
■ Fundraising	5.4 %	£1.5m
■ Reorganisation	0.4 %	£0.1m
■ Governance	0.4 %	£0.1m
Total	100%	£28.4m

Deficit -Net Operating expenditure for the year **£1.7m**

Deficit -Net Operating expenditure for the year **£3.4m**

working towards helping more people in need.

Elizabeth Finn Care incorporating Turn2us Board of Trustees

Richard Down FCA
Chairman

Michael Pavia FCA
Honorary Treasurer

David Astor CBE DL
Matthew Baker

Mrs Susan Bonsor

The Viscountess Downe DL

Richard Halcrow

Dr Michael Harding MBBS MRCS

Mrs D Mackenzie
(Resigned September 2009)

Jeremy Nettle

Fred Payne

Mrs Francesca Quint

John Stephen BSC FRICS

Jonathan Welfare
**Chief Executive and
Company Secretary**

**We gratefully
acknowledge the
support given by
numerous trust,
foundations,
statutory bodies
and individuals.**

**Without their
support EFC
would not be
able to undertake
its vital work.**

The 10 Directors of the combined group incurred expenses during the year of £47,481.
The vast majority of which £40,666, was travel and accommodation.

A full copy of our Report of the Board of Trustees and Consolidated Financial Statements for
the year ended 31 March 2009 is available on request or can be downloaded from our website
www.elizabethfinncare.org.uk