

# CAIA the Centre for Armenian Information and Advice Biennial review 2006/7 & 2007/8



# WELCOME

Back in 2006 we were celebrating the first 20 years of CAIA. Just two years on we can point to many new achievements as we embark on our next 20 years.

We exist primarily to support the most vulnerable members of our community. With over 20,000 Armenians living in the UK our services are needed more than ever and the demand for them will continue to grow. In the harsh new economic climate, unforeseen just a couple of years ago, many of our friends, relatives and colleagues in the community will turn to CAIA for support, advice, training and advocacy, and we must ensure that we can meet the increasing need.

In the pages that follow you will read about some of our successes since 2006. We are particularly proud of achieving Investors In People status – a quality mark which demonstrates objectively that CAIA is effectively managed, committed to providing an outstanding service, and strongly focused on delivering its objectives. This means that we have strong foundations in place from which to develop our services further.

And we are delighted finally to have raised the funds to provide a new minibus to transport some of our less mobile service users to and from our base at Hayashen and out on group activities – a wonderful resource which ensures that many of our older and disabled clients can still engage

fully with their community and retain access to our services.

There are major challenges facing us in the coming year. It will be a huge task just to sustain our current level of services in this new economic scenario, especially after the disappointing loss of London Councils (ALG) funding for our advice service. This service had been funded since 1986, but in April 2008 the London Councils grants committee rejected our application which formed part of the largest and most comprehensive Black, Minority Ethnic and Refugee (BMER) partnership bid for commissioning.

Surviving and growing will require not only successful fundraising but also sound management to ensure that all our systems are effective and up to date and that we are indeed providing services that meet our clients' needs. With an ageing population and in uncertain times for jobs and the economy as a whole, with the political instability in the Middle East and former Soviet Union states and an influx of new Armenian migrants from Eastern Europe, we must be ready to respond to a changing scene.

We will need to recruit more volunteers and younger members and help them develop their skills and knowledge for the long-term sustainability of the organisation and as a way of planning for new Trustees and leaders in the future.

We must maintain the quality of the Hayashen Centre, such a vital resource for our community. And we will continue to develop and maintain strong links and form new partnerships with local voluntary and statutory agencies and other stakeholders, and work together to our mutual benefit. On a positive note boding well for the future, we secured a new commission from London Councils to facilitate improvements in health for older Armenians over the next four years.

We believe that, with the support of our community, our funders, volunteers and donors we will meet these challenges and continue to evolve and grow in the coming years.

**Garo Boyadjian**  
Chair

**Misak Ohanian**  
Chief Executive Officer



# OUR MISSION

**The Centre for Armenian Information and Advice (CAIA) seeks to enhance the quality of life for disadvantaged members of the Armenian community in London, specifically those living in poverty, isolation and distress. We support their needs by providing welfare, education and cultural services at a friendly and welcoming centre for all Armenians. Our base, Hayashen, provides a focus for the community, enabling Armenians in London to maintain contact and celebrate their culture.**

We achieve our mission through providing:

- Information, advice and advocacy for refugees, senior citizens, carers, women and disadvantaged Armenians, on issues including immigration, housing, health and welfare rights
- Social and educational activities for young people and children
- Publications, cultural events and resources

## THE CULTURAL CONTEXT

Armenians are a scattered population. Many have lost contact with family and friends who have settled in different countries. They are largely invisible and ignored by the media, decision makers, statutory services, voluntary organisations and the general public, having arrived from troubled parts of the

world such as Iran, Iraq, Lebanon, Turkey and the former Soviet Union and been classified as Arabs, Iranians, Russians or others. The 20,000 strong London Armenian community is part of a diaspora of some 3 million, created as a result of the first genocide of the twentieth century when over a million Armenians were ethnically cleansed by the Ottoman government.

CAIA meets the needs of an isolated group whose language is not catered for by the statutory authorities. Armenians are highly vulnerable to political and social upheavals in the former republics of the Soviet Union and the Middle East. In the past year alone, there was political violence following the Armenian presidential election in March 2008 and continued persecution of Armenians in Turkey. The Armenian community in Georgia has experienced discrimination, hardship and flight due to the Russian/Georgian conflict; tensions remain high between Armenia and Azerbaijan over the unresolved disputed region Nagorno Karabakh, the Armenian communities of Lebanon and Jerusalem have been caught up in the ongoing strife; Iranian Armenians continue to suffer under the Islamic fundamentalist regime and Iraqi Armenians have been caught in factional fighting; several thousand Armenian refugees are stranded in Syria and Jordan, many with friends and relatives in London who regularly seek CAIA's advice on how to assist them; and most Iraqi Armenians are Christians, targeted not only as

Islamic non-believers but as perceived allies of the Western occupation forces.

Today many Armenian refugees and asylum seekers in the UK are dependent on the goodwill of their relatives, or rely on CAIA to survive or drift into the black economy where they are exploited. CAIA acts as a champion for these people – someone they can trust to help them overcome the barriers they face in settling in the UK and coming to terms with British society and issues such as debts, isolation, discrimination and exploitation. They depend on CAIA to provide practical support for their multiple needs, and value us as a community user-led specialist organisation with strong links within the Armenian and wider community to assist them and act as their safety net.

## CASE STUDY 1

Serop Babaian is a single man who for many years was homeless and had serious medical problems. CAIA helped him to find a place to live, which was vital to his being reinstated in the benefits system and receiving the support to which he was entitled. He is now in temporary accommodation, and is studying and attending professional training.

*"I want to thank CAIA for all their support and help. Especially as they helped me, a homeless person, to get accommodation."*

\*For confidentiality reasons names have been changed



# SERVING OUR COMMUNITY

**We are here to support the most disadvantaged and vulnerable members of our community and to be there for them when they most need help – people who due to poverty, age, social isolation or disability find it hard to gain access to vital services.**

Over the last two years we have provided a wide range of support to these groups within the Armenian community, including:

- Advice and information for refugees, senior citizens and unemployed people
- Training to support new arrivals in the UK in accessing services, gaining employment, understanding their employment rights and acclimatising to British culture

## THE WELFARE OF OUR COMMUNITY

### Vital support

Our information and advisory service was available five days a week, face-to-face, by phone and email to Armenians of all backgrounds, ages, genders, religious beliefs, political views and disability. The service carries the Legal Services Commission Quality Mark, independent verification that our clients will receive support of a high standard.

During 2007/2008 we provided legal advice to over 600 disadvantaged and vulnerable Armenians from 19 countries, helping them with issues such as welfare benefits, accommodation, Housing Benefit and Council Tax, debt, domestic

statutory bodies like solicitors, Law Centres and Housing Associations.

Our support boosts clients' self-esteem and confidence as their problems are solved, and they gradually settle and integrate into the fabric of British society. With our intervention some of the poorest and most vulnerable Armenian families and individuals in London, particularly isolated older people, carers and refugees, gained the skills to overcome problems themselves and to manage their personal affairs effectively – with improvements to the quality of their life and in their contribution to the wider community. These clients lived in 23 London Boroughs, mainly in the six West London Boroughs of Ealing, Hounslow, Hammersmith, Harrow, Brent and Hillingdon.

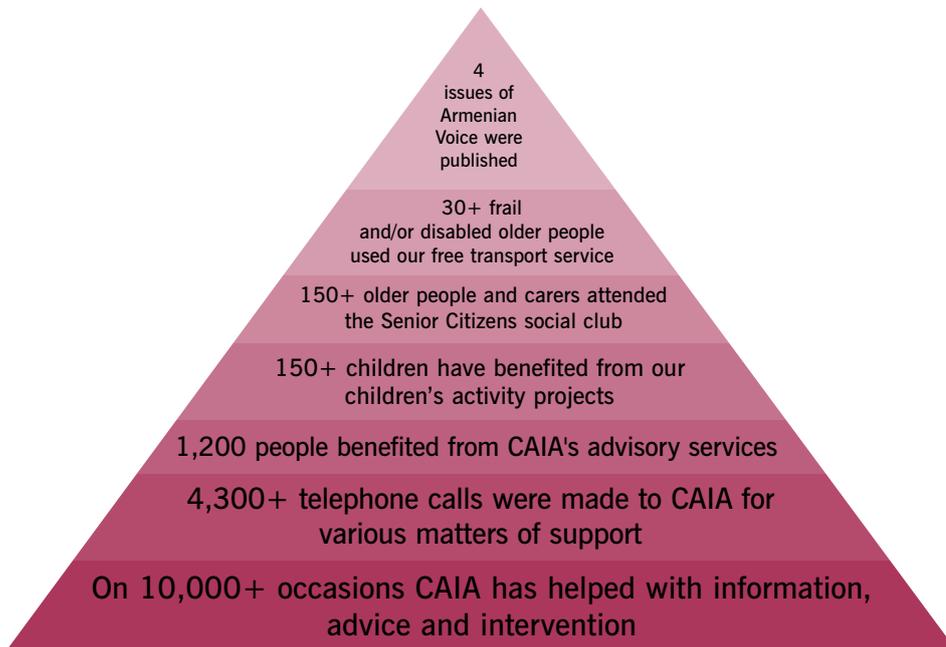


- Armenian language pre-school services and summer play schemes
- Older people's lunch clubs two afternoons a week
- Transport to help elderly people and carers access CAIA's services
- Social, cultural and educational activities and resources, including an Armenian reference library
- Networking and co-operation with voluntary and statutory organisations on common areas of work to promote the needs of disadvantaged Armenians

violence, naturalisation and immigration issues, and access to health services and National Asylum Support Services (NASS) support. The previous year 550 people accessed our service on 6,076 separate occasions. Our involvement included completing forms, providing letters of support, making referrals, making phone calls, sending faxes or emails, interpreting and translating vital personal information – generally helping people to gain access to their statutory rights and improve the quality of their lives. We liaised with statutory bodies such as local authorities, the Department for Work and Pensions (DWP), Primary Care Trusts, Job Centres, MPs, Councillors, the Home Office and non-

Our advisory services provide tangible outcomes for many of these clients. In 2006/2007 and 2007/2008:

- Over £650,000 was successfully claimed through Attendance Allowance, Pension Credit, Working Tax Credit, Housing Benefit, Carers Allowance, backdated NASS and Child Benefit payments.
- 78 clients successfully obtained naturalisation, indefinite leave to remain, exceptional leave to remain, or travel documents.
- 38 clients obtained British passports.
- 25 clients were helped to find employment.



### How CAIA has supported people throughout 2006-2008

- 15 clients were helped to obtain driving licences.
- 13 clients obtained the Social Services Care Plans.

CAIA is acknowledged to be a unique gateway for a hard-to-reach community through our partnership work with other agencies, and formal and informal feedback from service users reveals a very high level of satisfaction with our support in dealing with the day to day issues which affect the quality of their lives.

### Older people and carers

The Senior Social and Lunch Club is a lifeline for some of the most vulnerable and isolated Armenian senior citizens, enhancing their quality of life by reducing isolation, increasing their independence and facilitating access to services. Just as importantly it provides vital support and breaks for their relatives and carers, and acts as a conduit to CAIA's council, health and other statutory and community services which they might otherwise not be able to use. Over 150 socially excluded and vulnerable older people and their carers visited the twice-weekly club in 2006/2007 and

2007/2008, eating together, socialising and obtaining advice and practical support. 30 of them receive free lifts from their homes to Hayashen and back, mainly within the London Boroughs of Ealing and Hounslow.

The club held 92 sessions each year, including social, cultural and recreational activities, day-long seaside outings to Brighton and Worthing in summers 2006 and 2007 and major Christmas parties attended by the Worshipful Mayor of the London Borough of Ealing Cllr Diana Pagan in 2006 and His Grace Bishop Hovhannisian in 2007.

With funding from the London Catalyst Trust CAIA was able to organise 11 talks and workshops by health and care professionals during the year on a range of themes, including accessing older people's services at Ealing Primary Care Trust and the Patients Advice and Liaison Service; avoiding falls and osteoporosis; services for the deaf and hard of hearing; support for carers; language and interpreting services when using the NHS; continence services; welfare benefits advocacy, and healthy cooking and diet.

24 of the most frail and disabled elderly people living in Hounslow and Ealing were provided with free transport to the club some 1,800 times in 2007/2008 (27 people on 2,020 occasions in 2006/2007), and contact was maintained with 300 Armenian senior citizens across London through mailings to publicise it.

### The health of the community

CAIA is involved in many external networks, advocating the health and social care needs of disadvantaged Armenians such as refugees, carers and older people in accessing NHS services. We attended consultation meetings held by Ealing PCT, Social Services and the local voluntary sector to influence the strategic plans and commissioning priorities of statutory agencies, as well as meetings held by Hounslow Older People's Voluntary Sector Provider Forum, Ealing Black, Minority Ethnic and Refugee (BMER) Health and Social Care Forum, Ealing Carer's Forum and Ealing Advice Forum.

To make work like this possible, CAIA secured new funding from The City Bridge Trust for a new three-year Health Advocacy and Outreach Project for older vulnerable Armenians, starting in April 2008.

### CASE STUDY 2

Sarkis and Zabel Manoukyan arrived in London as asylum seekers, with no English and no money, sleeping rough. Mrs Manoukyan was pregnant. National Asylum Support Services threatened to relocate them to Glasgow, and CAIA helped them to find accommodation and stay in London. They now have a baby boy, and are studying English.

*"Without CAIA's professional and help, advice and kindness, we would have been lost in the most complicated and inhuman system".*

\*For confidentiality reasons names have been changed

## Financial support to Armenia and Armenians

CAIA successfully administered the bequest entrusted by the late Helene Wells in memory of her father Michael Mandinian to aid Armenia in an objective, transparent and accountable manner. Registered non-governmental organisations (NGOs) and charities working in Armenia, particularly in the earthquake zone, were invited to apply for project funding. In 2006/2007 CAIA's Board implemented the recommendations of the Bequest Committee comprising prominent and experienced people within the London Armenian community, by distributing £164,585 to five charities and NGOs – Hayastan All Armenia Fund GB, Friends of Armenia Charity, Association of Child Psychiatrists and Psychologists of Armenia (ACPP), Orran

coming mainly from refugee, low income, single parent and culturally mixed families. Over 70 children had registered the previous year. The group offers sensitive support to both parents and children to raise their self-esteem and confidence through play and social interaction. The service also aims to sustain participants' cultural heritage and introduce them to multi-lingual learning and preparation for school.

In August 2006 a successful summer play scheme included a day-long outing to Chessington Theme Park for over 70 children, funded by the Neighbourhood Improvement Fund. The following summer and in 2008 outings to Thorpe Park and Legoland were funded by Capital Radio's Help A London Child, 2007 being the twentieth successive year that CAIA has organised summer holiday activities.

## Youth Club

In November 2007 we relaunched the Hayashen Armenian Youth Club as a monthly event for children and young people up to the age of 19, enabling them to engage and network with each other and share positive experiences in a safe and secure setting.

Activities at the club include watching Armenian TV on a newly installed 50 inch plasma flat screen via satellite, computer games, playing table tennis, table football, board games, piano, and listening to DVDs. Parents who act as volunteers in the club provide free snacks and soft drinks throughout the evening.

The club also organised a group visit to see The Lion King in the West End for



Benevolent NGO and Bridge Of Hope (an Armenian NGO supported by Oxfam UK). The bequest funds were distributed with the full knowledge and approval of Rutters Solicitors who acted for the executors of the late Helene Wells.

Between 2006 and 2008 we referred over 30 of our poorest and most disabled advice clients to the London Armenian Poor Relief Society Trust, enabling each of them to receive £250 on average as Christmas payments during the festive season.

## Children

The Armenian Community Pre-School Group (ACPG) operates twice a week as a parent and toddlers drop-in facility. Between September 2006 and July 2007 61 children registered and attended the group nearly 700 times,

Formal questionnaire feedback from both parents and children shows that the summer project and the Parents and Toddlers Group are rewarding and essential services on many levels – for the opportunities for the children to make new friends, learn together and strengthen their sense of identity and belonging, and not least for the parental respite they provide.

We are enormously grateful for the efforts of the sessional staff, volunteers and parents who contribute towards these services and activities as well as the practical advice and financial support received from Local Network Fund, North West London Community Foundation, Ealing Council, the Hilden Charitable Fund and Ealing Pre-School Learning Alliance (PLA).

25 children and young people, supported by Ealing Council's Cash 4 Youth fund.

In 2008 27 children enjoyed a half-day go-karting event and another trip to West End in October to see the musical Chicago. For the go-karting event in August a special coach was hired to take the young people with six volunteer parents and CAIA staff to the Brentwood Centre. Despite the rain all 27 young people drove the special circuit twice and received certificates on completing the course.

## Training

During 2007/2008 we organised several major training opportunities for women and unemployed people in partnership with other training providers.

11 members of the Armenian community from West London successfully completed four days of training in Hayashen during the first two weeks of July 2007 to improve their employment prospects. Trainees received one-to-one career guidance and advice, and gained a Level 1 Certificate in Preparing for Employment, covering topics such as planning careers, developing skills in the workplace, understanding citizenship and independent living, and a Health and Safety Certificate.

Between January and March 2008, a 10-week training course at Hayashen enabled 15 people, including two CAIA volunteers, to gain an Open College Network London Region Certificate in community interpreting, following an earlier four-day community interpreting course in September 2007. Both courses were organised in conjunction with the Workers' Educational Association (WEA).

During January to March 2008 a two-day Food Hygiene course took place at Hayashen, and was repeated four times, enabling over 30 people (including 15 Armenians and CAIA service users and volunteers) to improve their skills and employment prospects.

## Culture and communications

We believe that regular and relevant communication is vital to the strength of the community – celebrating its identity, keeping it up to date with news, sharing views and simply keeping people in touch.

Our newsletter Armenian Voice is our main tool for promoting our services, maintaining our profile, and keeping regular communications open within the Armenian community. Armenian Voice is published twice a year, with over 6,000 copies posted free to Armenian homes in London and elsewhere, as well as to local decision makers, funders, voluntary agencies, and Armenian libraries and institutions abroad. The newsletter is a vital link between CAIA and the people we serve, generating an ongoing dialogue

between enthusiastic readers who often make donations towards our work.

Our website [www.caia.org.uk](http://www.caia.org.uk) promotes our work cost-effectively worldwide and attracts over 3,600 visitors a year. The website is updated regularly, enabling anyone interested in CAIA or Armenian issues in general to keep in touch through news updates, past editions of Armenian Voice and annual reports, and to make contact with CAIA.

## Managing ourselves

CAIA is a membership organisation with over 350 members. We hold an Annual General Meeting (AGM) which elects our governing Board of Trustees. This is CAIA's senior decision-making body and guides our work, reviews our internal policies and procedures, and decides on the adoption of new ones, with the support of staff and external agencies such as AdviceUK.

From 2006 to 2008 the Trustees:

- Took part in an Awayday involving seven Board Members, the CEO and four other professionals in October 2007, with the support of the Refugee Council and AdviceUK, aimed at strengthening CAIA's governance.
- Undertook strategic risk assessments regarding their responsibilities with the help of external expertise. This included fire risk, health and safety risks, and backup systems for computer records.
- Improved CAIA's financial record keeping by hiring an external bookkeeper and upgrading its accounting software.
- Ensured that recruitment policies were open, transparent and in accordance with our equal opportunities policy.
- Held monthly Board Meetings and many others additional meetings involving the Chair, Treasurer and Secretary. Board Members evaluated the performance of staff by carrying out their annual appraisal.

- Successfully fundraised to sustain CAIA's level of services into 2008/2009.
- Made further improvements to the Hayashen Centre to maintain the quality and overall standards of the building which receives over 12,000 visits a year.
- Engaged, co-operated and worked with other local voluntary agencies, stakeholders and other Armenian organisations. During 2007/2008 CAIA was asked to administer the Ealing Advice Forum.

### CASE STUDY 3

Sako Krikorian had built up a catalogue of debts, to the point where his family was threatened with eviction from their home. Like many people in this situation, he didn't know where to turn and hoped the problem would just go away. He was persuaded to contact CAIA who gave him practical advice in dealing with his creditors and helped him apply to have his debts rescheduled or written off. Now he and his wife are working full time and the debts have been cleared.

*"CAIA helped me and my family to sort out and write off the debts. We feel secure and protected when we think there is an Armenian Centre ready to give us a professional and unreserved help."*

\*For confidentiality reasons names have been changed

### CASE STUDY 4

Armineh Boghossian's mother was wrongly denied the highest rate of Attendance Allowance by the Department of Work and Pensions. Mired in complicated bureaucracy she turned to CAIA for help and advocacy. CAIA's support resulted in the awarding of the Allowance which enabled her to have a carer to look after her.

*"It is not easy to express how grateful my elderly mother is to you. I am sure that your help and guidance is greatly appreciated by the most people in the Community."*

\*For confidentiality reasons names have been changed

# NEWS

## NEWS HIGHLIGHTS

### New Minibus



In June 2008, over 50 delighted Armenian senior citizens, carers and guest including Cllr Mrs Seema Kumar, the Deputy Mayor of the London Borough of Ealing, welcomed the delivery to Hayashen of a new 15-seat minibus purchased by CAIA for the benefit of frail, elderly, and disabled Armenians. The specially adapted vehicle will provide free lifts twice a week to Hayashen's Senior Social and Lunch Club, and replaces an older bus which had become too costly to maintain.

CAIA's CEO Misak Ohanian thanked the four charities who had contributed to the purchase of the new vehicle, the St Sarkis Charity Trust, the Percy Bilton Trust, the Clothworkers' Foundation, and the Trusthouse Charitable Foundation, as well as members of the Armenian community for their support for the project. Acton Community Forum helped CAIA with fundraising expertise, and Help the Aged provided practical advice in choosing the vehicle, advising on the necessary adaptations and legal paperwork.

### Annual General Meetings

As in previous years CAIA held successful Annual General Meetings, reporting to members, many of them service users, on the running of CAIA.

At the October 2006 and December 2007 AGMs over 50 CAIA members came to Hayashen to hear the Board's report, the presentation of audited accounts and the achievements of its dedicated staff and volunteers. New Directors were elected by secret ballot, and a list of all Directors and Trustees who have served in the last two years appears on the back cover.

### Investors in People

In February 2007 CAIA achieved Investors In People status. This is a major achievement, as the quality mark is widely recognised and much sought-after, and shows that CAIA has been through a rigorous evaluation process which has looked at its objectives, its procedures, its policies and its output. In recognition of this achievement, an Investors in People plaque was unveiled at the entrance of Hayashen.

### CAIA invited to speak at national conference on the suffering of 'invisible' older refugees

CAIA's CEO Misak Ohanian was one of the key speakers invited to contribute to a groundbreaking conference in January 2008 at City Hall. Older refugees are an 'invisible' group, suffering from a combination of discrimination and isolation, according to charities Age Concern, the Refugee Council and many others including CAIA. The conference explored the barriers facing older refugees and asylum seekers in the UK, and those taking part expressed their concern that a lack of awareness about the needs of older refugees is leading to many being failed by local services and organisations. CAIA also contributed to a DVD, From Isolation to Integration, as part of this project, produced by Age Concern, the Refugee Council and the Association of Greater London Women.

## NEWS BITES

It's been a busy couple of years.  
Here are just a few of our many events and activities.



## 2006

On **31 December** CAIA celebrated the 20th anniversary of its establishment. Over 125 people enjoyed themselves to the sounds of Armenian traditional music and the singing of Samvel late into the night.

On **11 December** over 50 children, parents and grandparents attended the twentieth annual End of Term Christmas Party of the Armenian Community Pre-School Group.

On **8 December** CAIA organised its annual Christmas Party for Armenian senior citizens. The event was attended by almost 100 people including representatives from the Armenian Embassy, the Church, the Ealing & Brentford Consolidated Charity, local Acton Cllr John Gallagher and Cllr Mrs Diana Pagan, the Worshipful Mayor of London Borough of Ealing.

**Between 7 and 25 August** CAIA organised its annual summer project for children. 50 children benefited from activities based at Hayashen, as

well as trips to Hounslow Urban Farm, Acton Fire Station, the Kids Cookery Class, and a day outing to Chessington Theme Park.



# 2007

The Armenian Community Pre-School Group ran a five-day-a-week project for **two weeks in August**, including outings to Hounslow Urban Farm and Snakes & Ladders in Syon Park.

Around 40 senior citizens, carers and their children enjoyed a visit to the seaside resort town of Worthing on **25 July**. The outing was organised by the CAIA with the support of Hammersmith & Fulham Council.

On **20 July** CAIA staff, members, and senior citizens attending the Hayashen Social and Lunch club had the pleasure of meeting His Excellency Dr Vahe Gabrielyan, UK Ambassador of the Republic of Armenia. Dr Gabrielyan distributed boxes of gifts produced by the Rural Poverty Reduction Programme in Armenia. Many members of the Senior Citizens Club made contributions in support of the programme.

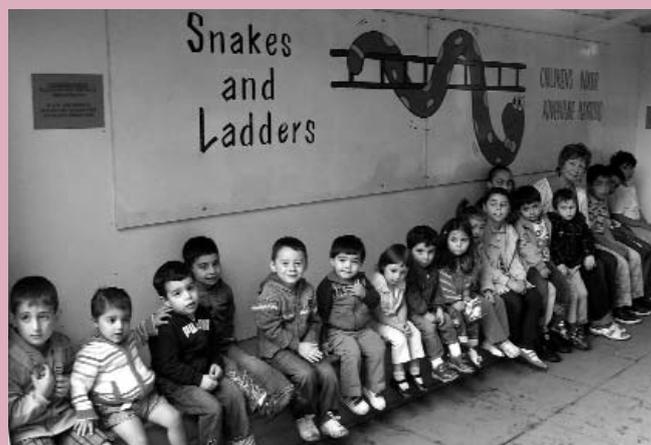
On **13 July** Michelle Smith from Ealing Primary Care Trust gave an overview of about the Patient Advice and Liaison Service and stayed to meet and answer the specific concerns of Armenian Senior Citizens and Carers.

On **27 July** Mary Hicks and Sandra Campbell from deafPLUS West London came to Hayashen and spoke to Armenian senior citizens and their carers. deafPLUS provides advice, practical support including IT training, interpreting and communication as well as specific equipment for people experiencing difficulties in seeing and hearing.

On **30 June** CAIA Management Committee members Mrs Karine Alexanian and Mrs Klara Gharapetian took

part in a special conference for Trustees organised by Ealing CVS. And three CAIA volunteers, Mrs Isgouhi Aghabekian, Suzy Manutcharova, and Rita Koundarjian were honoured with certificates along with 50 others from the local voluntary and community sector.

On **9 June** around 50 people enjoyed a fun Quiz Night in Hayashen, raising nearly £500 for CAIA.



# 2008

On **16 May** the first of 15 chairobic exercise classes at Hayashen's Senior Citizens Club was launched by tutor Anna Larson.

A special screening of the English version of Serge Avedikian's documentary film We Have Drunk

The Same Water was held on **5 April** at Hayashen, followed by a question and answer session and discussion.

On **Easter Sunday** over 100 members of London's Armenian community celebrated Easter in Hayashen, with food and music provided by popular singer Samvel. Specials guests included Ealing Councillor Ranjeet Dheer and London

Assembly Member Richard Barnes.

On **14 March** Vicki Brennan, Deputy Manager Ealing EBP, gave a presentation at the monthly Hayashen Armenian Youth Club about apprenticeship schemes operating in West London, covering a wide range of industry areas including administration, childcare and construction.



# BALANCE SHEET

## SUMMARISED BALANCE SHEET

As at 31 March 2008

	<b>2008</b>		<b>2007</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Fixed Assets		216,712		218,463
Current Assets	78,022		65,429	
Creditors: Amounts falling due within one year	2,938		2,938	
<b>Net Current Assets</b>		<b>75,084</b>		<b>62,491</b>
		<b>291,796</b>		<b>280,954</b>
<b>Funds</b>				
Unrestricted		34,759		34,412
Restricted		40,325		28,079
Capital Reserves		216,712		218,463
<b>Total Assets Less Current Liabilities</b>		<b>291,796</b>		<b>280,954</b>

## SUMMARISED STATEMENT OF FINANCIAL ACTIVITIES

Total Incoming Resources	128,878	122,209
Total Resources Expended	118,036	101,019
Total Incoming/(Outgoing)	10,842	21,190
Fund Balances carried forward as at 31 March 2008	291,796	280,954

These summarised financial statements are a summary of information extracted from the audited annual financial statements, in which the auditor's opinion was expressed. The financial statements were approved by the Board of Directors on 13 July 2008. The financial statements have been submitted to the Charity Commissioners and The Registrar of Companies.

These summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full financial statements, the auditor's report on these financial statements and the Directors/Trustees Annual Report should be consulted.

Copies of the financial statements may be obtained from the CEO at CAIA, Hayashen, 105A Mill Road, London W3 8JF by sending a large SAE.

### Mr S Grigorian

Chair (2006-2009)

### AUDITORS:

Dominic Hill Associates Limited  
Chartered Accounts and  
Registered Auditors  
Archer House, Britland  
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Eastbourne  
East Sussex  
BN22 8PW

### BANKERS:

HSBC  
281 Chiswick Road  
Chiswick  
London  
W4 4HJ

**We are very grateful to the following organisations for their continued support during 2006/2008:**

- ALG/London Councils
- Awards For All
- Benlian Trust
- Capital Radio Help A London Child
- City Parochial Foundation
- The City Bridge Trust
- The Clothworkers' Foundation
- Comic Relief
- CVS Hounslow
- Ealing PCT
- Ealing and Brentford Consolidated Charity
- The Henry Smith Trust
- Hilden Charitable Trust
- Hounslow Adult and Community Education Service
- The LankellyChase Foundation
- Lloyds/TSB Foundation
- London Borough of Ealing
- London Borough of Hammersmith & Fulham
- London Borough of Hounslow
- London Catalyst
- London West Learning and Skills Council Neighbourhood Learning in Deprived Communities Fund
- NW London Community Foundation
- Percy Bilton Charity
- Renewal SRB6 Programme
- St Sarkis Trust
- Trusthouse Charitable Foundation
- Wates Foundation

**We are also very grateful to the many CAIA members, and other individuals and organisations within and outside the Armenian community who have made donations, supported our work and given help in kind, in particular:**

- Acton Community Forum
- Age Concern England
- Armenian Community & Church Council of GB
- AdviceUK
- Ealing CVS
- Ealing Advice Forum
- E Oldfield Unit
- iT4Communities
- Ealing Pre-School Learning Alliance (PLA)
- Refugee Council
- Law Works for Community Groups
- Faegre & Benson LLP Solicitors

## Trustees

Mr G Boyadjian (Chair)  
Mrs K Alexanian (Secretary)  
Mrs I Aghabekian  
Ms L Shahbazian (Treasurer)  
Mr E Tatosian  
Ms S Kassabian  
Mr R M Anooshian  
Mr S Grigorian (2005-2009)  
Mrs K S Haghobian (Gharapetian) (2006-2009)  
Mr A Grigorian (2005-2007)  
Mr S Shahiean (2006-2008)

## Staff

Misak Ohanian Chief Executive Officer  
Rudolf Marku Advice & Information Officer  
Hrachik Sarian Health Advocacy & Outreach Officer  
Irena Karapetyan Admin Officer

**We are very grateful to all the many CAIA members and volunteers who have given their help in the last two years.**



Centre for Armenian Information and Advice  
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Tel/fax: 020 8993 8953  
Email: info@caia.org.uk  
Website: www.caia.org.uk

Registered Charity No 1088534  
Limited Company No 4195084

# YOU CAN MAKE A DIFFERENCE

**You have read how CAIA supports the Armenian community with vital specialist services all year round. The demand for our work is growing all the time, and funding becomes harder to obtain each year.**

**Can you help us to support some of the most disadvantaged members of our community? We can promise you that your gift will make a difference.**

I would like to give:

£25  £50  £100  Other

I enclose a cheque/postal order payable to CAIA.

You can help us further at no extra cost to yourself. If you are a UK taxpayer, the Centre for Armenian Information and Advice can reclaim the tax you have paid on your donation. For every pound you give us, we can claim an extra 28p from the Inland Revenue. So please tick the Gift Aid declaration below if you are able..

**I am a UK tax payer, and I would like all donations I have made since 6 April 2000 and all donations in the future to be Gift Aid donations until I notify you otherwise.**

**To qualify for Gift Aid, what you pay in income tax or capital gains tax must at least equal the amount we will claim in the tax year (currently 28p for every £1 donated).**

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Address: \_\_\_\_\_

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Telephone (day): \_\_\_\_\_

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