AGE EXCHANGE
ANNUAL REPORT
1997/1998
A Message from the Chair

Who would have thought that Pam's idea of using her skill as a Theatrical Director to recreate the personal history of older people would have resulted in what we now have in Age Exchange? Certainly I did not when I first met Pam about ten years ago. Her approach was simple. "I have a vacancy for a Trustee of a little charity. It will involve no time at all and is merely a formality: You only have to attend maybe four meetings a year." Does that sound familiar to anyone?

Well I signed up and in spite of the various trials and tribulations which Age Exchange has gone through, I am very happy that I did. I have seen Pam's small idea grow and flourish owing to her tireless energy and enthusiasm. Agreed there has had to be some pruning and tying back from time to time, but Age Exchange is now strong and healthy and ready to progress to better and bigger things.

Reminiscence has been around for a very long time, people have been doing it since time began, but mainly in spite of active discouragement, rather than encouragement. Now Age Exchange has become a leading authority on the reminiscence methods which Pam has developed. Age Exchange runs training courses on the subject, providing not only for professionals from throughout the country, but also for many visiting trainees from Europe and beyond. Europe is now not only in our sights but we run at least one European Conference each year on different aspects of reminiscence. Who is to say where Age Exchange will go from here!

Thanks to our Chair

Age Exchange owes a huge debt of gratitude to Graham Dodd who has been the Chair of our Council of Management for the last ten years until September 1998 when he retired through pressure of work. When Graham started as Chair, his commitment was limited to attending four meetings per year and receiving quarterly financial reports, but our demands on his time have grown continuously over the years. This is partly because in recent years, funders have expected that Management Committees of the organisations they support should have a much more hands-on approach to managing their voluntary sector organisations, taking a more direct responsibility. It is also because Age Exchange has expanded its operations considerably over the last decade and is now a complex organisation with national and international programmes in addition to our local and regional activities.

Graham has given a tremendous amount of valuable advice and moral support to Age Exchange over the years, through good times and bad. He helped us over purchasing the leasehold and then the much more complex arrangements for purchasing the freehold of our main building and acquiring the Bakehouse. He has kept a firm eye on the finances of the organisation and advised us on matters of policy and employment. We shall miss him very much, but we are delighted that we shall not be losing touch as Graham has agreed to be our first President and to preside over our annual general meetings.

Graham Dodd

Pam Schweitzer, left, receiving the Jerwood award for excellence from Martin Bell MP

It is disappointing to retire at what I consider to be the beginning of an exciting time but there comes a time when all Chairs must make way for new and brighter ideas; and ten years is it! Unfortunately my business commitments are such that it is not possible to continue as a Trustee at all but I am very honoured to accept the role of President and to feel that I shall not lose touch with Age Exchange and all the excitement which I believe is yet to come.

May 1997, Maureen Knott ices the cake marking the 10th anniversary of the opening of the Reminiscence Centre
INTRODUCING AGE EXCHANGE

Age Exchange aims to improve the quality of life of older people by emphasising the value of their reminiscences to old and young through pioneering artistic, educational and welfare activities.

"MAKING MEMORIES MATTER"

This is the motto of the organisation. We aim to emphasise the value of older people’s memories by putting the spotlight on them. Through theatre, through publishing, through exhibitions, through in-service professional training programmes and through inter-generational projects we record and celebrate older people’s experience and their valuable role in their communities today.

THE MAIN SERVICES OFFERED BY AGE EXCHANGE

THEATRE

We mount professional touring theatre productions (1-3 each year) based on older people’s memories. We interview people talking individually and in groups about important topics in their social and personal history. The interviews form the basis of a theatre script which is then produced with professional actors, musicians, designers, etc. The resulting productions tour to older audiences in clubs, sheltered housing, residential homes, hospitals, schools, colleges, community centres and arts centres. Most of our performances are in south east England, but we do tour nationally and increasingly we have the opportunity to play abroad. Our target audience is older people and the intention behind our plays is to encourage reminiscence and to celebrate the life experience of older people.

BOOKS

We produce attractive illustrated reminiscence publications as a way of featuring and preserving in a permanent form the memories we have collected in preparing our theatre scripts. The books are used extensively in schools as learning materials as well as by staff in older people’s units who are running reminiscence activities. We have produced approximately 30 books, all of which are available through the Reminiscence Centre or by mail order. We also publish a range of “How to do it” books designed to help others to undertake reminiscence work.

THE REMINISCENCE CENTRE

The Centre (Britain’s first and as far as we know the only one in the world!) was established in 1987. It is now a thriving centre for creative activities for older people. We welcome around 20-25,000 visitors each year to our fascinating museum of everyday life in the 1930s and 40s. We have long-standing volunteers and we always welcome new volunteers of all ages to help in running the cafe and greeting visitors. Many Social Service groups and day centres for elderly people find the Centre an excellent place to bring their clients, as we have disabled access and a wonderful range of stimulating artefacts which visitors are free to handle. We offer refreshments, an attractive garden, a listening ear and a warm welcome to our many visitors. Age Exchange staff run reminiscence sessions for visiting groups on request.

EXHIBITIONS

In our gallery space we create two or three new exhibitions each year around important themes in social history. These 3-D exhibitions include objects, memories, murals and constructions, giving an exciting feeling of change and variety to the Centre. We also have small touring exhibitions of photographs and memories which are often displayed in schools, hospitals and libraries.

The cast of “Can We Afford The Doctor?”, our professional touring production, Dan Norris, Rebecca Clow, Neville Hutton, Clare Summerskill, Verity Watts
EDUCATION PROJECTS
As an educational resource, the Reminiscence Centre offers a unique service to local schools. We offer a programme of educational visits around social and environmental studies and history themes in the National Curriculum. The school children who visit the Centre work closely on these occasions with older people from the local community listening to their stories and exploring the Centre with the older people as their guides.

THEATRE IN EDUCATION
We offer special theatre projects for schools wherein children, professional actors and older people work together for the whole day at the Centre to explore through drama and reminiscence themes such as schooldays in the past and wartime evacuation.

SOCIAL AND CULTURAL ACTIVITIES
From the Centre, we run special reminiscence groups for older people, computer classes and a wide range of community activities such as performances, readings, tea dances, concerts and drama workshops.

THE GOOD COMPANIONS
This is our older people’s theatre group consisting of about twelve people (new members are always welcome) who create plays from their own memories with professional direction, performing them for the local community and for other older people in England and abroad. They have devised seven shows already and more are on the way. They sometimes work in conjunction with.....

AGE EXCHANGE YOUTH THEATRE
This is a group of local young people who enjoy working with older people at the Reminiscence Centre creating plays from their memories and performing to friends, family and older people in the community.

TRAINING
The Reminiscence Centre is a training centre for those who wish to develop stimulating ways of working with older people in hospitals, residential homes, day centres and in community venues. People come from all over the country (and often from abroad) to attend our training days which run on about 60 days of the year. Our training courses are now accredited at degree level by the University of Greenwich.

THE REMINISCENCE PROJECT
This project operates in homes and day centres across London. Reminiscence workers, trained by Age Exchange and employed on a freelance basis run a series of six to eight sessions with older people and staff in these places. The object is to encourage staff to use reminiscence on a continuing basis as a means of improving the quality of life of the elderly people they care for.

REMINISCENCE BOXES
We now have about 25 thematically arranged boxes which contain small objects, photographs, ideas and guidance notes. Each box provides an enjoyable and stimulating experience for people interested in recalling their lives and reliving the past. The boxes are in regular use by groups of older people and their carers. Schools find the boxes a good way of exploring the past with older people, and we provide a service to help with this work whereby older volunteers from the Centre spend a morning or afternoon with a class of children unpacking the Boxes and telling the stories behind the objects within.
THE EUROPEAN REMINISCENCE NETWORK

Age Exchange co-ordinates this Network of organisations in twelve European countries who work together to promote the idea that older people's memories should be valued and recorded. At meetings, festivals and conferences in different countries the Network creates opportunities for professionals working in this field and also for older people involved in creative reminiscence activities to meet like-minded people from other countries.

REMINISCENCE MAGAZINE

Age Exchange edits this journal for workers in the field of reminiscence in Britain and abroad. There are 3 issues per year, with special features in each issue and there are nearly 800 subscribers.

REMINISCENCE ARCHIVE

We have a large collection of recorded interviews on tape. Most of these interviews have been transcribed on to computer and we have an archive of computer disks containing these invaluable recordings. These are available by arrangement.

Seva Dhalival and Robina Mir in "Routes" our Indian reminiscence show

Practical reminiscence workshops at the Reminiscence Centre

Betty Armstrong and Tara Taylor in "We Want to Speak of Old Times"

An Indian woman arrives in London in "Takari", a play by Hamari Kabani Group, shown at the European Reminiscence Network Festival
FUNDING REVIEWED

1997-8 was a difficult year with a reduced staff and a shortfall in grant aid as some funding arrangements had expired and new sources had not yet been located. Much effort went into grant applications and the result is a greatly improved position and more financial stability by the year end.

After months of suspense, we heard that we had been granted 3-year funding from the Linbury Trust (from July 1997), the Department of Health (from April 1998) and Help The Aged (from August 1998). We still await the results of other grant applications started in the period covered by this report, but we are optimistic about the outcomes and feel more confident about the future. We are now able to make appointments which will relieve the serious staff shortages with which we have been coping over the last two years.

KEY ACTIVITIES

All our key activities have been maintained during 1997-8, thanks to additional support from our invaluable group of volunteers who have helped us to keep the doors of our Reminiscence Centre open to the public when the salaries of the paid workers could no longer be afforded by the charity. Numbers visiting the Centre have remained steady with a continued increase in visitors from further afield in the UK and from other countries.

The professional theatre production, "Routes", Age Exchange's Indian show, toured across the United Kingdom in autumn 1997 and spring 1998. It won many new friends for the company and, because of its bilingual approach, it enabled us to communicate with many ethnic minority elders and to encourage them to tell their stories. "Routes" also played to much acclaim in Belgium, Germany and the Netherlands. Our professional educational theatre project "Many Happy Retirements" continued to play throughout the year to pre-retirement seminars and conferences.

The theatre work with older people continued and developed through the year. The Good Companions created two new shows: "Footsteps in the Sand" around their memories of seaside trips in the 1920s, 30s and 40s (with support from the National Lottery through an Arts For Everyone grant), and "Nuts and Crackers" about their memories of past Christmases. Both shows played to enthusiastic audiences across London and to groups of visitors from abroad at Age Exchange international events. Their work was featured by BBC TV and on several radio channels.

We also started up a new older people's theatre project for Caribbean elders and young black students of drama from the local 6th form college. Entitled "We Want To Speak Of Old Times", this production was performed at an international festival hosted by Age Exchange and for groups in the local area. Age Exchange hopes to build up links with the local Caribbean and Asian community and assist them in their work of recording and celebrating the life experience of ethnic minority elders.

Exhibitions in the Reminiscence Centre have also reflected the multi-ethnic direction of our work with a professionally designed 3-dimensional exhibition of Indian memories. We have also created Centre exhibitions around the theme of the seaside in the 1930s and dancing days remembered from the 1920s and 30s, both of which were extremely popular with our many older visitors.

New Age Exchange training programmes have been successfully piloted and our regular training days have continued to attract people from across the country and abroad, all of whom have been very satisfied with the content and quality of the courses. There is also a continuing demand for Age Exchange training days in other countries.
Another new training programme run by Age Exchange with professional and volunteer support has been for the family carers of people with dementia. This programme has explored the ways in which reminiscence can improve the quality and extent of communication between people with dementia and those who care for them. The project has been very successful and very helpful to all concerned. It will be repeated in the future. Our work in this field has just been recognised by a national community health award for excellence from SmithKline Beecham.

EUROPEAN REMINISCENCE NETWORK DEVELOPMENTS

Age Exchange Theatre Trust continues to co-ordinate the European Reminiscence Network which seeks funding from the European Commission to carry out trans-national reminiscence projects. During the period covered by this report, the Network has been extremely active with three major projects running simultaneously, involving 14 countries overall.

"Widening Horizons in Dementia Care" was a conference held in May 1997 around reminiscence and life review. It was organised and hosted by Age Exchange for the European Network. It was held in London and attracted speakers and workshop leaders from around the world. In February 1998, Age Exchange has published "Reminiscence in Dementia Care", a book of articles developed from papers given at the conference. This conference did a great deal for Age Exchange's international reputation in the field of dementia care.

As a result of the above-mentioned conference, Age Exchange submitted a further application to the European Commission for funding for "Remembering Yesterday, Caring Today". This application, on behalf of members of the European Reminiscence Network in 12 countries, was accepted by the Commission and has been running since autumn 1997. It included an introductory training weekend at Age Exchange in December 1997 for 40 representatives from different countries involved and will culminate in a Conference in Vienna, seat of the European Presidency in November 1998. Its aim is to support family carers of people with dementia through a specially developed reminiscence training and activity programme.

The third trans-national project co-ordinated by Age Exchange was "The Journey of a Lifetime". This involved developing reminiscence arts programmes around the reminiscences and life experience of Europe's ethnic minority elders in 6 cities in 5 countries and sharing the results at an international theatre festival in London in March 1998. The festival was a resounding success and attracted performing groups and delegates from the USA and the Far East as well as from many countries in Europe. A photographic exhibition and a video have been produced as well as a useful set of conference papers to disseminate the original work undertaken in each country.

"Journey of a Lifetime" broke new ground and attracted many new friends from different countries and different cultures to Age Exchange and to reminiscence work.

CAPITAL PROGRAMME

The National Lottery (Arts) Fund gave us the possibility to install in our arts and training building, The Old Bakehouse, raked theatre seating and a high quality large screen video viewing system. Both were tested and found to be enormous assets during our "Journey of a Lifetime" Festival in March 1998.

FUTURE DEVELOPMENTS

During the next year, we shall build on the knowledge gained and the contacts made through our co-ordinating role in the European Reminiscence Network. We shall continue to develop work at Age Exchange around reminiscence in dementia care and reminiscence work with ethnic minority elders. With the help of new staff to be recruited in the coming year, we shall build up the range and quality of our activities at the Reminiscence Centre and of our outreach work benefiting older people across London and the U.K.

Pam Schweitzer, Artistic Director.
VOLUNTEERING AT AGE EXCHANGE

Ralph Gooding

Looking back over the past year, several enjoyable experiences come to mind. Mainly the pleasure of simply being in the shop doing a stint of duty with the opportunity to just meet and talk with people and explain some of the aims and purposes of the Age Exchange.

Another enjoyment was meeting and talking with classes of school children. It was agreeably surprising to discover how interested they were in events of the 1930's and 1940's. The groups were very attentive when having described to them the various situations experienced. Hearing the account from someone who had "been there" was obviously so much more interesting to them than just reading about it in books. This was really the Age Exchange in operation, spanning the generations.

A most educating and moving experience was the series of meetings with the group of people suffering from dementia. Much was learned and we began to recognise the real people who were behind the struggling bodies and faltering voices. Some very lovely relationships were formed which were a benefit to us all.

The volunteers who help to run the Age Exchange have become a source of companionship and a great spirit of belonging to each other is obvious. Of course there are moans and grumbles on occasions but these are generally accepted with tolerance and the overall atmosphere is one of friendship combined with a sense of purpose.

The Good Companions did a number of splendid performances this last year, sometime in the face of considerable difficulties. It was very satisfying to witness the positive response of audiences. Many were indifferent and vague at first but began to become stimulated mentally as old memories were revived for them. The Good Companions were gratefully received at many locations and over the year did a great job and achieved much.

We make mistakes but hopefully we learn from them. The volunteers are a splendid group of people. The garden in particular owes much to the hard work of a handful of dedicated volunteers. This little haven of peaceful retreat is greatly appreciated by many people, both young and old.

All in all the year has been one of worthwhile effort and generally rewarding. Good enough to give us great hopes for 1999.

Joan Dormer

About two years ago retirement and other life events had left me at a loose end. I had lived in Blackheath for many years but never been involved with local activities. Now I was looking for some way of becoming integrated into the local scene. By chance I saw a "Volunteers Wanted" notice in the window of the Reminiscence Centre. That was my lucky day!

Through working at Age Exchange I have become part of a network of interests and acquaintanceships. As I walk around the village I see faces I recognise. Chats with staff, visitors and fellow-volunteers have disclosed shared enthusiasms and new avenues. I have been given the opportunity to acquire skills both formally (a computer course), and informally (coping with a mob of thirsty customers in the Cafe). My life now has a focus.

The great thing about being a volunteer at Age Exchange is the feeling of being needed and valued. Sometimes we are put under pressure, but the ethos is warm and nurturing and we all, I think, can see in a very direct way how our individual contributions affect the success or otherwise of the various activities.

I am a comparatively "young" volunteer and I hope that Age Exchange will be part of my life for many years to come. My only fear is that, for whatever reason, it may cease to exist.

I feel about Age Exchange rather as Ratty did about his beloved River -

"It's brother and sister to me, and aunts, and company, and food and drink.... What it hasn't got is not worth having, and what it doesn't know is not worth knowing."
When the children first enter the Reminiscence Centre, they can be noisy, but as soon as they start to look around their mood changes and they are ready to concentrate. I speak to school children about my experiences as an evacuee during the war.

School children also enjoy the Centre. They are so surprised at the type of things we all used when we were young, and how did we manage without television???

My prayers were answered when I learned there were courses in word processing at the Reminiscence Centre in Blackheath. I was an absolute beginner, but the relaxed atmosphere of a small group made it enjoyable and none too arduous. By the end of ten lessons I felt able to take off the L plates and launch out on producing neat and effective documents connected with my projects. As a member of the Computer Club, this facility has proved more valuable than I can say. I am motivated; no longer discountenanced by the jargon; an added bonus is meeting new people with interesting stories to tell. I enjoy, too, helping others who are more recent graduates of the course. Everyone needs to be needed.

Becoming familiar with one technology has given me the confidence to get to grips with other esoteric gadgetry; the Internet (now at our local library), and the mobile phone, where “Menus” and “Dialogue boxes” are no longer outside my vocabulary.

Thank you for making it possible.

The Reminiscence Centre is a wonderful place to recall the past. When I first walked into the Centre I was really thrilled to see all the old things such as flat irons, old cooking pots and the cooking aids my mother used.

The visitors, especially the elderly, seem to come alive when they visit; they seem to relive their past and start talking about what happened to them in their younger days. Many old memories and long-forgotten incidents come back. The volunteers really get a buzz out of this. What better reward is there than someone saying “Many thanks for the happy memories the Centre gives”.

A Computer Class member writes:

In my youth, people of the Third Age were viewed as the repository of all wisdom. It had taken them a lifetime to garner this resource. Now it is the young who are out in front with their natural aptitude for the electronic age, the information age, and it is we who are the mystified, the uncomprehending. Even the language of today is a jargon that tends to exclude. The BBC with its ‘FAX’ numbers and E-mail addresses - dot co slash slash uk bbc uk dot slash dash. What was all that about? And how many Megabytes to the pound? Most elderly people are women. Many live alone. Most want a purpose in life and to be on an equal footing with the bright young things of today’s electronic age. Buying a computer is an expensive outlay; then you have to find somewhere to set it up with all its additional paraphernalia. Not to mention the perpetual problem of “having to have the man in to fix it.” Altogether it seems too much of a daunting project to take on.

After I have told them some of my story, they start to ask me questions. They are very interested in the war and the way people (especially children) had to live. Sometimes they are amazed at how we all coped with bombs and food rationing. It is wonderful to be able to share my experiences with the children, but it also brings back a lot of memories for me, both good and bad.

The Computer course co-ordinator, helps a 60+ learner design a Christmas card.
The Statement of Financial Activities shows a net deficit for the year of £1588 and total funds standing at £311049. Although the total funds would suggest that the charity is secure it must be borne in mind that the funds are represented more by fixed assets (£337968) and stocks (£28111) than by cash in the bank. Current assets excluding stock amounts to only £7470.

It should also be remembered that there remains £62500 of the loan which helped to finance our two buildings to be repaid to the Nuffield Foundation. Following a rest period repayments of £12500 pa plus interest will recommence from May 1999 and will continue until May 2003.

Income from grant aid was £196749 (1997 - £190920) whilst self-generated income from fees and the sale of our books amounted to £101250 (1997 - £79482)

Although core funding proved as difficult as ever to secure we were successful in an application to the Department of Health and a three year funding programme in excess of £30000 pa will commence in 1998/9. This will be used to help strengthen our staffing structure.

Age Exchange gratefully acknowledge support from the following funders during 1997/8:

**Arts Council National Lottery Fund**
**European Commission**
**Linbury Trust**
**London Borough of Ealing**
**London Borough of Greenwich**
**London Borough of Lewisham**
**London Boroughs Grants Unit**
**Lord Ashdown Charitable Settlement**

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**STATEMENT BY TRUSTEES**

These summarised accounts are a summary of information extracted from the audited annual accounts, on which the auditors' opinion was unqualified.

The full report and accounts were approved by the trustees on 9 September 1998 and have been submitted to the Charity Commission and the Registrar of Companies.

These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity.

For further information the full accounts, the auditors' report on those accounts and the Trustees' Annual Report should be consulted. Copies of these may be obtained from the Age Exchange office at 11 Blackheath Village, London, SE3 9LA.

Signed on behalf of the trustees on 9 September 1998

Graham Dodd
(Director and Trustee)

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**AUDITORS' STATEMENT**

As auditors to the charity we have reviewed the summarised accounts and consider that they are consistent with the full accounts on which we gave our opinion.

John Green & Co
Certified Accountants and Registered Auditors
9 September 1998

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Pat Milner
(caring for her mother Edith who is 90 years old and a member of our project)
Age Exchange Theatre Trust

SUMMARY INCOME AND EXPENDITURE ACCOUNT

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RESOURCES EXPENDED

Direct Charitable Expenditure
Reminiscence theatre, education, training and resources 215235 99027 314262 298460

Other expenditure
Fundraising and Publicity 4364 - 4364 7458
Management and Administration 6934 - 6934 2686

**TOTAL EXPENDITURE** 226533 99027 325560 308604

NET SURPLUS/(DEFICIT) FOR THE YEAR (25525) 23937 (1588) (14840)

Funds at 1 April 1997 243692 68945 312637 327477

Funds at 31 March 1998 218167 92882 311049 312637

There were no recognised gains or losses for 1998 or 1997 other than those included in the Statement of Financial Activities.

BALANCE SHEET AS AT 31 MARCH 1998

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NET CURRENT ASSETS 35581 43739

TOTAL ASSETS LESS CURRENT LIABILITIES 373549 375137

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NET ASSETS 311049 312637

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TOTAL FUNDS 311049 312637

Council of Management

The following have served during the period covered by this report or are currently serving and to them all we are extremely grateful for their advice and support:

- Graham Dodd: Solicitor, Chair until September 1998
- Christopher Joyce: University of Surrey, Chair from September 1998
- Bridget Keegan: Age Concern London
- Del Pasterfield: Ford Motor Company, Welfare Benefits
- Lilian Murrell: Friends of Age Exchange
- Joy Drewett-Browne: Friends of Age Exchange
- Jim Gillman: LB Greenwich Councillor
- John O’Shea: LB Lewisham Councillor
- Les Eytle: LB Lewisham Councillor

New members since September 1998:
- Ben Birnberg, Alan Charlton, Arthur Rochester, Ann Tilt

Staff at the time of publication of this report

- Artistic Director: Pam Schweitzer
- Administrative Manager: Andrew Green
- Reminiscence Co-ordinator: Lisa Vernon
- Reminiscence Advice Officer: David Savill
- Assistant Administrator: Suzanne Lockett

Foreign Students on placement
Frank Bechtel and Katja Häberlein

Freelance trainers:
- Bernie Arigho, Paulette Baukham
- Noelle Blackman, Sarah Cleveley
- Faith Gibson, Lindsay Royan

‘Remembering Yesterday, Caring Today’ Project Leaders
Madeline Armstrong, Margaret Heath, Pam Schweitzer, Claudia Wallace

Actors and support staff employed by the company since April 1997

- Pam Lyne
- Tim Parkin
- Godfrey Jackman
- Sally Lovett
- Sevra Dahlival
- Clare Murphy
- Rezz Kempton
- Rebecca Clow
- Robina Mir
- Verity Watts
- Pavan Virk
- Clare Summerskill
- Suresh Vedak
- Dan Norris
- Tony Nyland
- Neville Hutton

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EUROPEAN REMINISCENCE NETWORK PARTNERS

FINLAND: Viveca Hagmark & Taina Johansson, Folkhalsan, Helsinki
FRANCE: Dr. Linda Benattar, Les Parenthes, Chans, France and Arlette Goldberg, Fondation Rothschild, Paris
GERMANY: Angelika Trilling, Town Social Administration Manager, Kassel Irene Steiner-Hummel, Volunteer Training Project, Stuttgart Ingrid Berzau - Dieter Scholz, Freies Werkstatt Theater, Cologne Frank Matzke, Theater Alt und Jung, Hildesheim
GREECE: Cleo Mavroudi, Hymittos Theatre, Athens
NETHERLANDS: Louise Meijer, Director Netherlands Reminiscence Network Pallo Hamburger, Flevohuis Project, Amsterdam
NORWAY: Lise Naess, Clinical Psychologist with Dementia, Bergen Liv Hulteng, Director, Nordic Reminiscence Network
SWEDEN: Lotta Issacs, Villa Cederschield, Ersta Diakonissalskap, Stockholm
UK: Dr Margaret Heath, Greenwich and Lewisham ADS Madeleine Armstrong, Oxleas Health Care Trust, Greenwich

CO-ORDINATOR: Pam Schweitzer, Age Exchange Reminiscence Centre
CONSULTANTS: Dr. Nuri Graham, Alzheimers Disease International Professor Emeritus Faith Gibson, Belfast, Northern Ireland
EVALUATORS: Errollyn Bruce, Bradford University Dementia Services Unit Birgit Jansen, Social Gerontology, Kassel University, Germany Marianne Heinemann Knoch, Gerontological Research, Berlin

PROJECT PARTNERS CO-ORDINATING IN THEIR OWN COUNTRIES:
AUSTRIA: Heinrich Hoffer, Alten und Kultur, 1070 Vienna
BELGIUM: Marie-Louise Carrette, Entr'Agés, Brussels Catherine Goor, New Phillip Residential Home, Brussels Sylvain van Labeke, Centrum voor Amateurkunsten, Brussels
CROATIA: Marina Ajdukovic, Psychology Department, University of Zagreb
DENMARK: Brita Lowendahl, Danish School of Social Work, Copenhagen and Ove Dahl, Pensionisternes Samvirke, Copenhagen