

**West Lancs Disability Helpline Limited**  
**Trustees' Annual Report and Accounts for the year ended 31<sup>st</sup> March 2012**



*“Over thirty years of helping people with disabilities and their carers to live the lives that they choose”*

### **Constitution**

West Lancs Disability Helpline Limited is a company limited by guarantee (registered company number 4946820) and a registered charity (number 1102257). The governing documents are the Memorandum and Articles of Association dated 23<sup>rd</sup> October 2003.

### **Directors and trustees**

The directors of the charitable company (the charity) are its trustees for the purposes of charity law, and throughout this report we refer to them collectively as the trustees.

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### **Legal and administrative information**

Board of Trustees	David Roscoe [Chairman] Sandie Brown [Vice-Chairman] Peter Rouse CPFA [Treasurer] Cindy Robertson Marie Walker (*) Mary Walker Janet Fury (*) Ruth Hunt (*) Resigned 25/01/12 Carolyn Disley (*) Elected 14/09/11 (* ) These trustees are (or were) also Helpline Volunteers
Patron	Lord Thomas of Macclesfield CBE (Managing Director of Co-operative Bank from 1987 to 1997)
Company Secretary and Manager	Tony Lewis BA (Hon's) MCMI, MSc, Assoc CIPD
Registered Office	Whelmar House, 2 <sup>nd</sup> Floor, Southway, Skelmersdale, Lancashire WN8 6NN
Telephone (office)	01695 51819
Email address	<a href="mailto:enquiries@wldh.org.uk">enquiries@wldh.org.uk</a>
Website	<a href="http://www.wldh.org.uk">www.wldh.org.uk</a> <i>Please look at our website if you would like to see our reports for previous years, or other information about the Helpline</i>
Independent Examiner	P J Collins FCA, Collins & Co., 73a New Court Way, Ormskirk, L39 2YT

## **West Lancs Disability Helpline Limited** **Trustees' Report for the year ended 31<sup>st</sup> March 2012**

### **Introduction**

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31st March 2012. The legal and administrative information that we set out on the front page are part of this report. The financial statements comply with current statutory requirements, with the Memorandum and Articles of Association of the charity, and with the Statement of Recommended Practice (Accounting and Reporting by Charities) that the Charity Commission issued in March 2005.

### **Objects of the charity**

The main objective of the charity is to promote the relief of all people with disabilities and their carers principally within West Lancashire, and to assist them by the provision of a direct information and advice service.

### **Organisation and Governance**

The trustees named on the front page served during the year. In accordance with our Articles, two (one third) of the trustees retired at the Annual General Meeting on 14th September 2011 and the members re-elected them. The Board may appoint new trustees to fill vacancies. One trustee (who had been a Helpline volunteer) stood down during the year. The minimum number of trustees is three, and the Board proposed a maximum number of twelve.

The charity is a voluntary body run by a Board of Trustees, elected by the members in the AGM, and principally comprising people with disabilities. Some fifteen volunteers with disabilities, or knowledge of disabilities, staff the Helpline with six paid employees. In 2011-12 the Board in administering the charity met on seven occasions. The Board delegates to the Manager the responsibility for the day-to-day running of the charity.

In accordance with our five quality marks and the policies that underpin them, the Helpline has a structured induction scheme in place for new trustees. The Manager inducts new trustees on issues such as the role of a trustee, familiarity with the governing documents, the history of the Helpline, the team and management structure, and the Business Plan. Also, the Treasurer offers to new trustees a session in "Understanding Charity Finance".

### **Public Benefit**

West Lancashire Disability Helpline takes seriously the requirement to demonstrate that it provides a Public Benefit, and addresses the need as follows: -

1 *Identifiable benefit*, and

2 *Benefit to a section of the public*

The charity exists to promote the relief of all people with disabilities and their carers principally within West Lancashire and to assist them by the provision of a direct information and advice service. During the year, we were able to help 4,370 people with disabilities and their carers.

3 *Benefit for people on low income*

The charity particularly helps people with disabilities to claim benefits from the state. In a typical year, we generate well over one million pounds for our clients, which they can then use to improve their lifestyles by making choices for themselves. In the year ended 31st March, we generated £1,638,785 for our clients.

4 *Incidental Private Benefit*

We acknowledge that by providing our specialised services for disabled people and their carers, we encourage them to choose how to live their lives and raise their quality of life. This in turn may lead to increased trade in the local economy as clients spend the income we help generate for them. Our volunteers - some of whom are disabled - gain job satisfaction by "giving something back" when their efforts help others, and find that the work experience helps them to win paid employment.

The trustees are aware of the Charity Commission's review of its guidance following the decision of the Upper Tribunal. However, this decision relates to charities that charge fees for its services and West Lancs Disability Helpline does not charge fees generally, although we do encourage each client for whom we have won benefits to make a donation to help ensure that the charity will be around on the next occasion he or she may need help. **If** a client asks for a photocopy of a claim form, we charge a small fee of £3.00 to cover our expenses.

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**Investment powers**

Under the Memorandum the company has the power to make any investment, using the unrestricted general funds, which the trustees see fit.

**Review of the development, activities and achievements of the charity during the year**

In October 2011, the Big Lottery Fund invited us to apply for additional resources in connection with our Advice Plus scheme, which runs out in August 2012. We applied for a grant "Supporting Change" [worth £9,747] to enable us to review the way we work, plus "Supporting Impact" [worth £99,900] for one year. In February, we accepted the Big Lottery Fund's offer of the full amount we had sought; the charity will start its one-year funding in September 2012, immediately after the end of the original five-year period.

By the end of the project's six years, (in about eighteen months' time) we expect to achieve or surpass our aims, as we are already able to show significant achievements -

Our aims	Our achievements in the first 4½ years
11,596 people with disabilities of all ages and their carers will receive their welfare benefits entitlement 82% faster, estimated at £7,282,423	So far we have helped 12,654 people win £5,959,507 benefits earlier
4,627 new clients in West Lancashire's three most deprived wards will have greater access to advice & support services aimed at improving their health	So far we have provided information to 4,040 new clients
Up to 250 DIAL UK (now part of Scope) and Access Lancashire advice services will work more closely together by sharing our lessons learned of the Alternative Office	We have worked with over 77 organisations
The number of trained voluntary welfare benefits advisers will increase to ten at the end of six years, supported by resources from other funding sources, giving us a greater chance of sustainability	We have trained 7 volunteers
We will enable 1,144 new clients with mental health problems and carers in outreach stations to receive their welfare benefits entitlement 82% faster, estimated at £790,000, leading to less poverty and fewer re-admissions into State resources, such as hospital	This will begin in September 2012
We will provide general information, advice and support services to 1,420 clients, affording them the choices to make their own decisions, bringing about a favourable impact on their lives, including their self-esteem	This will also begin in September 2012

After the project ends, in order to continue providing services at the same high level, we will need to seek substantial funds from a variety of sources.

During the year to 31<sup>st</sup> March 2012, the team responded to 4,962 enquiries from 4,370 clients (including 400 website hits on our site). Our small welfare benefits team of staff and volunteers generated an impressive £1,638,785 in welfare benefits income for vulnerable people in need and suffering from financial hardship and poverty. Some of this money consists of lifetime awards. Our team achieved this by helping clients to complete forms, by undertaking welfare benefits checks, and by accompanying clients at Tribunals. To generate this sum for our clients we spent £169,962; in other words for every £1 invested in the charity, we generated about £9.65 for our clients.

## West Lancs Disability Helpline Limited Trustees' Report for the year ended 31<sup>st</sup> March 2012

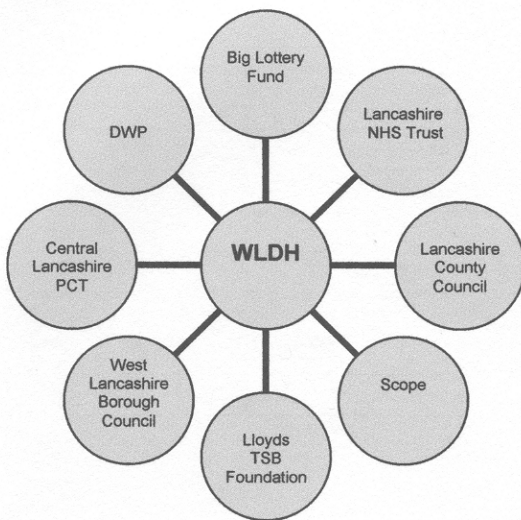
Video conferencing appeals from our office save our team members travelling time to Wigan or Liverpool where appeals are held, cuts down travelling expenses and reduces clients' stress levels as they are not in a Courtroom but sitting in our office with which they are familiar. Using this technology is more environmentally friendly too.

Some clients we have helped do not tell us how much welfare benefits income we have generated for them and we will not estimate this figure except to emphasise that the actual amount of welfare benefits income we generated will be even higher than the amount that we know about. Other clients have commented that they appreciate our help in negotiating the "Benefits Maze"

### Partnership-working

#### This year's position

This diagram shows the charity's present relationships with a variety of stakeholders. Another diagram on page 7 shows the way we expect to develop in the future.



As well as the partners (funders and others), detailed in this diagram, for over four years we have worked to deliver our services with community groups in three outreach stations in Aughton, Banks and Ormskirk, located near the borders and middle of West Lancashire.

We are running two pilot schemes (one for in-patients – shortly before discharge, and one for out-patients) at Ormskirk hospital, which have been very successful and we are looking to obtain funds to continue. We provided welfare benefits advice (Council Tax, Housing Benefit and Local Housing Allowance) to 104 psychiatric patients and generated about £190,000 for them. We also assisted them with finding supported housing when they were discharged and we worked with private landlords, local authorities and hostels.

We also began a pilot with the West Lancashire Carers' Centre in September 2011, to increase the choices of hidden carers – at their invitation, after the Manager gave a presentation. At our monthly outreach station there, we have helped 30 carers to maximise their incomes by £110,000 and have ensured they are accessing the support services of other organisations, both statutory and voluntary. This is a successful pilot we are hoping to turn into a project.

We generated £409,696 (as part of our overall total) in welfare benefits for clients at these outreach stations, and by home visits for housebound clients.

We encourage clients to give us their feedback to measure their levels of satisfaction as well as to help us to plan future service provision. We select at random some five per cent of clients to complete questionnaires. This year, we received our usual high response with very encouraging comments about our services. Some clients told us that they are better off and they could not have managed without the help of the Team. Other clients asked us if we could provide an outreach service in partnership for example with the West Lancashire Carers' Centre and we began this in September 2011.

In July 2011, the Manager, with the Chairman, travelled to London to deliver a presentation to the national charity Scope, which shared the experiences of the volunteers and the value they bring.

Our resources are stretched to the limit as we have 63 Social Security appeals ongoing at 31<sup>st</sup> March 2012 (at 31<sup>st</sup> March 2011, we had 56 appeals). This further increase is due to Government policy with more stringent criteria for welfare benefits eligibility. We are unable to take on any new clients for appeals until we can win additional resources and very sadly have to turn away some applicants. Next year, this trend will intensify with new welfare benefits such as Universal Credit and Personal Independence Payment.

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To tackle a backlog – especially of appeals – the Board approved the working of additional hours by Welfare Benefit Advisers. The charity received a donation of £3,000 specifically towards these additional hours; in addition, the Big Lottery Fund officials agreed to our using some funds under-spent on office costs to pay for this.

Although we do not make the decisions on clients' applications, our innovation in becoming an Alternative Office has enabled us to secure clients' welfare benefits much faster after assisting them with form completion. Clients are experiencing hardship for a greatly reduced period of time.

### **Review of our strategy**

We hold a Strategy Day in the autumn each year at which Trustees, volunteers and staff meet to review our five-year Strategic Business Plan's SMART objectives that the team agreed earlier. Together with the team's views, we use an analysis of clients' feedback from the completed returned questionnaires. These allow us to identify service gaps that we can then fill by planning our services to meet their needs.

In September 2011, we held an "Away Day." The Team discussed our strategy for the sustainability of the charity after August 2012, when the current six-year grant ends (*please see 'Future developments' starting on page 7*).

### **Volunteers and staff**

#### Introduction

The charity is pleased to acknowledge the unstinting endeavours of our volunteers who perform various tasks, such as providing specialist information and advice to clients by telephone, and in person - from the office, at outreach stations and in the homes of housebound clients. Other volunteers continue to develop their skills by assisting with welfare benefits casework, giving clients moral support and technical expertise with the preparation of Tribunal cases and accompanying clients to Court, or sitting with them in the office when The Appeals Service agrees to video-conferencing. The Team have the expertise to undertake Upper Chamber cases as well.

During the year we had an average of 15 volunteers; between them they provided around 5,670 hours. This time, valued conservatively – and in line with appropriate NJC scales - is worth over £52,000. As a "Thank You" for their hard work, the charity offered volunteers a choice of Christmas meal (daytime or evening).

#### Queen's award for voluntary service

We were delighted in May 2011 to learn that Her Majesty had awarded us the Queen's Award for Voluntary Service "for offering advice, information and support to disabled people and their carers to enable them to live the lives that they choose." Three of our clients nominated us, and our application was fully supported by the local MP. This is the highest award given to volunteer groups across the UK for outstanding work done in their local communities - fewer than 1% of all charities have won this award. It is awarded to charities such as us that meet a need for people living in the local community. They are recognised and respected by the local community and beneficiaries, and held in the highest regard.

In June, we held a celebration party in the office when the news was made public. Our Team, trustees and some of our clients attended. The local press included six articles about our success and thirtieth anniversary. We were featured in the London Gazette and on the Queen's Award for Voluntary Service web site. The Manager was interviewed on BBC Radio Lancashire in August.

We were presented with a signed certificate from Her Majesty. The Chairman and two of our volunteers accompanied the Manager to a Royal Garden Party in Buckingham Palace in June 2011. The Lord Lieutenant of Lancashire gave us a domed glass crystal at a special Awards Ceremony in Preston in July, attended by the volunteers who were unable to go to the Royal Garden Party. We have permission to use the official crown logo on our correspondence and we display the domed crystal and signed certificate in our Reception Area.

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Training

The Helpline is a learning organisation and encourages the team to participate in a wide array of training opportunities. During the year various members of our Team attended a variety of courses such as -

Benefits related training	Office skills training	Personal development training
Employment Support Allowance Reconsiderations	Emergency First-Aid for Appointed Persons	Tendering & Procurement
Housing Benefit, Council Tax Benefit & Local Housing Allowance	Project Management	Alliances, Collaboration & Joint Working
Universal Credit	Successful Meetings	Disability Discrimination Act
Form-filling	Planning & Managing An Event	Big Lottery Fund Bids
Challenging Decisions	Business Planning	People Resourcing & Talent Development
Tribunal Representation	Time Management	Presentation Skills

Information exchange

Our Information Research Officer continues to produce a newsletter for members to keep them informed of progress in our five-year Strategic Business Plan, training course details, grants and donations received, as well as other relevant information. As volunteers come in during different times, this helps to ensure a steady communication of information throughout the charity.

Trustees continue to hold trusteeships on other charities such as local Councils for Voluntary Services, or are officers on other disability-related groups. This has further strengthened the Helpline and other groups as we exchange knowledge and sound governance practices. The Helpline itself holds membership of several national, regional and local organisations. The Manager is a member of two professional management institutes and he keeps the trustees abreast of any appropriate changes.

One outcome of our Big Lottery Fund project is to share findings of our Alternative Office with member groups of Scope and Access Lancashire. *We are the only organisation in West Lancashire that has this partnership.* We have shared this knowledge with other local organisations countrywide. This has given them an opportunity of becoming Alternative Offices enabling their clients to receive their welfare benefits much faster than before.

**Future developments**

There are constant changes in legislation that require our Team to keep up-to-date, and we need to increase our investment in training – especially of volunteers, of which we are happy to report an increase in numbers.

We will reinforce the inductions of our new volunteers this year by delivering our standard four induction training sessions. In addition we will continue to arrange special training for volunteers to acquire accreditation from Department of Work and Pensions for the Alternative Office.

Our Future partnership working and sustainability

This diagram shows the way the charity expects its relationships with stakeholders to develop.

The organisations on the right-hand side of the diagram in *italic* are where we will invest much of our resources for the future. We will be talking to the GP Consortium with a view to arranging to contract our services. We are working with the Local Strategic Partnership to employ an apprentice for a year's admin support for us. We also need to think more strategically and be more aware of events occurring nationally, as opposed to just locally.



## **West Lancs Disability Helpline Limited** **Trustees' Report for the year ended 31<sup>st</sup> March 2012**

### Supporting Change

The Big Lottery Fund has awarded us £9,747 of Supporting Change funding; we will augment this by about £1,800 from our reserves. We have employed a proven Consultant who will –

- review the organisation's development to date
- identify opportunities for future development and agree a strategy
- look at the organisation's service model, gather user feedback and ensure that the service is relevant and appropriate to user needs and expectations
- provide support and guidance to the organisation in developing a sustainable future

He will be speaking with clients, volunteers, trustees, funders and partners to gather information and we hope to have this exercise completed by August 2012. The ultimate aim is to create a sustainable model for the long-term.

### Other plans

The charity will continue to implement its long-term strategy to enable continuity from 2013:

- Concentrate on our partnership-working with other organisations
- Give our clients the opportunity to contribute towards our service with volunteer support
- Market our video conferencing facilities to other organisations for a reasonable fee
- Maximise volunteer recruitment
- Secure our remaining income from other sources, such as grant-making trusts
- Maximise our local fund-raising capacity by utilising our Fund-raising Team

The charity is considering the development of a payroll-giving scheme with local employers.

After a successful pilot scheme, the charity plans to introduce a Self Help Folder for clients designed to give them more power and control over their affairs. It will keep all of their paperwork relating to us in an orderly manner, will prompt them to remember their appointments with us and which paperwork to bring. We hope that this empowerment model will cascade into other areas of their lives leading to less dependency on the State and others.

The charity is looking to upgrade its telephone system, which should lead to greater efficiency, effectiveness and cheaper long-term costs.

### **External assessment**

The charity is open about its policies and practices and encourages external scrutiny to ensure that we comply with standards -

- In April each year JobCentre Plus audits us to ensure that we continue to satisfy the criteria for the Disability Symbol, reinforcing our commitment to recruit and retain disabled staff members.
- In July 2012 the Community Legal Services Commission will carry out a biennial audit on us for our continued performance in line with General Help Quality Mark.
- In March each year, we submit our annual complaints return to the Fundraising Standards Board, which ensures our commitment to good funding practices.

### **Income generation**

#### Public sector funding

In line with many other charities in the borough, the charity has suffered a reduction in income from the Central Lancashire Primary Care Trust; it stopped supporting us from the end of August 2011 and offered no opportunity to appeal the decision. Our income for the year from this source has, therefore, reduced by £10,312.

#### General

The charity's income in the year was £164,911. The charity thanks all its supporters for their work and generosity.

The Board will do its utmost to secure continuity of staff members' posts in accordance with available funding.

## **West Lancs Disability Helpline Limited** **Trustees' Report for the year ended 31<sup>st</sup> March 2012**

### Fund-raising and publicity

One of our team of volunteers formed a Fund-raising Team with two other volunteers to concentrate on local fundraising, to raise our profile locally and to supplement the work of the Manager in seeking funds by application to charitable trusts.

During the year, to celebrate our Queen's Award and thirtieth anniversary, this Team organised five different events - a quiz night, an attic sale, a collection evening at the local ASDA, a race night and a team raffle. Overall, these events generated £734 in cash. Although the sum raised was not huge, the events raised the profile of the charity in West Lancashire, and received widespread coverage in the local press. For the year ending 31st March 2013, the Team's outline plan includes a Charity Ball, another Quiz and more Attic Sales.

Two members of the Team attended the Directory of Social Change Fundraising Fair in Manchester in April 2011 to learn more about this activity. One of the sessions was about twenty-first century fund-raising and we have plans to create Twitter and Facebook profiles for the charity, which the Fund-raising Team will maintain. This will help with our marketing and funding strategies.

### **Financial review**

We show the results for the year in the Statement of Financial Activities on page 11.

The charity's Balance Sheet on page 12 shows the position with net assets amounting to £67,984. This consists of restricted funds of £21,522 relating to specific projects, and unrestricted general funds of £46,462 for the day-to-day general running of the charity. As at the end of the year the charity had a number of applications pending requesting funding to meet general expenses.

After the Manager and Treasurer reported on a meeting with the Business Manager of our bank, the Board authorised them to invest up to £60,000 cash in short-term deposits in the bank

### **Reserves policy**

It is the policy of West Lancs Disability Helpline to attempt to maintain, as a minimum, unrestricted general funds, which are the free funds of the charity, at a level that equates to between four and five months' expenditure. At this level the trustees feel that they would be able to continue the current activities of the charity, and to raise funds from an increasingly wide variety of sources, and that this would provide them with sufficient funds to cover management and administration costs. In the event of future public sector funding arriving in the form of contracts with payment upon delivery, this level would help ensure that the charity could maintain its cash flow at a reasonable level.

At present, unrestricted general funds, which amounted to £46,462 at the end of the year, do not reach the target level and the trustees will continue to investigate ways to generate additional funds.

The trustees' policy is to build up funds to the required level by means of annual surpluses, sound management of assets and by maintaining a vigorous fundraising and marketing campaign to promote the charity.

### **Risk assessment**

The trustees actively, once each year, review the major risks that West Lancs Disability Helpline faces. They believe that increasing the charity's free reserves to between four and five months' outgoings will provide sufficient resources in the event of adverse conditions and thus will lessen these risks.

The trustees have implemented a risk management strategy, which comprises: -

- An annual review each spring of the risks that the charity may face;
- The establishment of systems and procedures to lessen those risks; and
- The implementation of procedures designed to minimise any potential impact on the charity should any of those risks become apparent.



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Among the fourteen risks we identified, we consider the following risks may have particularly serious consequences and so we have a strategy that minimises the chances of them occurring.

- A perceived lack of diversity with funders may lead to dependency
- Provision of inaccurate information leading to a loss of reputation
- Inability to attract sufficient funds to enable the charity to continue

The charity regularly reviews its Financial Procedures.

**Responsibilities of the Board**

Company and charity law require the trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charity at the end of the year and of its income and expenditure during that year. In preparing those financial statements the trustees must: -

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees have prepared this report in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

**Independent examination**

Mr P J Collins of Collins & Co has offered himself for re-appointment as independent examiner to the charity, and the Board will put to the Annual General Meeting in September a resolution proposing to re-appoint him.

**Approval**

The Board of Trustees approved this report on 25th July 2012 and David Roscoe signed on its behalf.

David Roscoe  
Chairman

## **West Lancs Disability Helpline Limited**

### **Report of the Independent Examiner to the members of West Lancs Disability Helpline Limited for the year ended 31<sup>st</sup> March 2012**

I report on the accounts of the company for the year ended 31<sup>st</sup> March 2012, which are set out on pages 11 to 17.

#### **Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

#### **Basis of independent examiner's report**

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

#### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of the section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

P J Collins, FCA  
Collins & Co., Chartered Accountants  
73a New Court Way  
Ormskirk  
Lancashire  
L39 2YT

25th July 2012

**West Lancs Disability Helpline Limited**  
**Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31<sup>st</sup>**  
**March 2012**

<b>Income and Expenditure</b>	Note	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
<b>Income</b>					
Income from generated funds					
Voluntary donations, etc.	2	38,658	32,110	6,470	38,580
Fund-raising activities	3	357	0	734	734
Investment income (Bank interest)		43	0	36	36
Gifts in Kind	4	0	1,482	0	1,482
Other income	5	723	0	1,233	1,233
Income from charitable activities	6	137,632	109,750	13,096	122,846
<b>Total Income</b>		<b>177,413</b>	<b>143,342</b>	<b>21,569</b>	<b>164,911</b>
<b>Expenditure</b>					
<i>Employee costs</i>					
Payroll	7	110,268	99,188	18,191	117,379
Recruitment		828	0	0	0
Training		4,265	5,645	0	5,645
Travelling, Health & Safety		655	1,452	0	1,452
<i>Office costs</i>					
Cost of premises	9	15,273	17,297	0	17,297
Computing costs		2,801	2,737	0	2,737
Furniture and equipment		402	549	0	549
Publicity, stationery, etc.		5,583	5,155	0	5,155
Communications – Postage and telephone		4,763	7,011	0	7,011
Insurance		1,499	1,545	0	1,545
Quality Assurance		1,469	0	0	0
Other office costs		516	35	0	35
<i>Volunteers' expenses</i>					
Training and meetings		1,039	2,796	0	2,796
Travel		3,543	5,724	0	5,724
<i>Governance</i>					
Trustee training & travel expenses	8	1,025	805	0	805
Company registration fee, etc.		345	0	320	320
Fees for financial services	10	1,312	1,334	178	1,512
<b>Total Expenditure</b>		<b>155,586</b>	<b>151,273</b>	<b>18,689</b>	<b>169,962</b>
<b>Net (expenditure)/income and net movement in funds for the year</b>	17	<b>21,827</b>	<b>(7,931)</b>	<b>2,880</b>	<b>(5,051)</b>
Funds brought forward		51,208	29,453	43,582	73,035
<b>Total funds carried forward</b>		<b>73,035</b>	<b>21,522</b>	<b>46,462</b>	<b>67,984</b>

The Statement of Financial Activities contains all gains and losses that we recognised in the year.

All income and expenditure relates to continuing activities.

The accompanying accounting policies and notes form an integral part of these financial statements.

Comparative figures are for the year ended 31st March 2011

**West Lancs Disability Helpline Limited**  
**Balance Sheet as at 31<sup>st</sup> March 2012**

	Note	Total funds March 2011 £	Restricted funds £	Unrestricted funds £	Total funds March 2012 £
<b>Current assets</b>					
Debtors and Prepayments	12	426	10,399	0	10,399
Cash at bank and in hand	13	92,667	11,846	96,684	108,530
<i>Total of current assets</i>		<b>93,093</b>	<b>22,245</b>	<b>96,684</b>	<b>118,929</b>
<b>Creditors: -</b>					
- Amounts falling due within one year	14	(20,058)	(723)	(50,222)	(50,945)
<b>Net current assets</b>		<b>73,035</b>	<b>21,522</b>	<b>46,462</b>	<b>67,984</b>
<b>Net assets</b>		<b>73,035</b>	<b>21,522</b>	<b>46,462</b>	<b>67,984</b>
<b>Funds</b>					
Restricted funds	17	29,453	21,522		21,522
Unrestricted funds					
General funds		43,582		46,462	46,462
<b>Total funds</b>		<b>73,035</b>	<b>21,522</b>	<b>46,462</b>	<b>67,984</b>

The trustees have taken advantage of the Companies Act 2006 by not having these accounts audited under Section 477. No member requested an audit in accordance with Section 476.

The trustees have prepared this report in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

As trustees of the company we confirm that we acknowledge our responsibilities for:

1. ensuring that the company keeps accounting records which comply with Section 386, and
2. preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the year then ended in accordance with the requirements of Sections 394 & 395 and which otherwise comply with the provisions of the Companies Act relating to financial statements, so far as applicable to the company.

The Board of Trustees approved these accounts on 25th July 2012 and Peter Rouse signed on its behalf.

Peter Rouse  
Treasurer

Registered Charity 1102257

West Lancs Disability Helpline

Registered Company 4946820  
(England and Wales)

The accompanying accounting policies and notes form an integral part of these financial statements.

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2012**

**1) Accounting policies**

**(a) Basis of preparation of accounts**

We prepared the financial statements under the historical cost convention and in accordance with applicable accounting standards. In preparing the financial statements the charity follows best practice as laid down in the Statement of Recommended Practice - Accounting and Reporting by Charities (SORP 2005) that the Charity Commission issued in March 2005, and the Financial Reporting Standards for Smaller Entities (effective from April 2008).

**(b) Income**

We receive voluntary income by way of donations and include it in full in the Statement of Financial Activities when received.

We recognise grants, including grants for the purchase of fixed assets, in full in the Statement of Financial Activities in the period in which they are receivable.

We release deferred income (that is funding that we receive for future periods) to income in the period for which we received it.

We show income from fundraising gross, and any associated costs as fundraising costs.

We account for investment income (interest on bank deposits) as we receive it.

**(c) Expenditure**

We include expenditure in the Statement of Financial Activities on an accruals basis, inclusive of any value added tax, which we cannot recover.

**(d) Assets policy**

We write off to revenue all capital assets that we purchase in the year.

**(e) Fund accounting**

The funds that the charity holds are -

- Restricted funds - these are funds that we can only use for particular restricted purposes within the objects of the charity. Restrictions arise when the donor specifies, or when we raise funds for particular restricted purposes
- Unrestricted general funds - these are funds that we can use in accordance with the charitable objects at the discretion of the trustees

There is an explanation of the nature and purpose of each fund in note 17.

**(f) Pension costs**

The charity operates a defined contribution pension scheme. We charge in the Statement of Financial Activities the value of contributions payable for the year. [Please see note 18 for more details].

**West Lancs Disability Helpline Limited**  
Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2012

**2) Donations and similar incoming resources**

	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
Individuals	2,468	0	2,970	2,970
Eleanor Rathbone Charitable Trust	0	3,000	0	3,000
Inman Charity Trustees	0	0	3,500	3,500
H D H Wills 1965 Charitable Trust	500	0	0	0
Investors in People	1,000	0	0	0
Lancs. County Council (Local Member)	0	500	0	500
Lloyds T S B Foundation	10,400	9,800	0	9,800
Scope	14,290	14,810	0	14,810
The Sobell Foundation	5,000	0	0	0
Trusthouse Charitable Foundation	0	4,000	0	4,000
<i>Sub-total</i>	<b>33,658</b>	<b>32,110</b>	<b>6,470</b>	<b>38,580</b>
Add Income deferred from earlier years	5,000	0	0	0
<b>Total donations and similar income</b>	<b>38,658</b>	<b>32,110</b>	<b>6,470</b>	<b>38,580</b>

We encourage successful clients to support us by 'lump sum' donations, or by regular standing orders. In 2011/12, we received £1,816 as 'one-off' payments (£1,614 in 2010/11) and £1,154 as standing orders (£854 in 2010/11).

**3) Fund-raising activities**

	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
Quiz Night	317	0	155	155
Attic Sale (sale proceeds & donations)	40	0	50	50
ASDA event	0	0	171	171
Race Night	0	0	338	338
Team raffle	0	0	20	20
<b>Total fundraising and other activities</b>	<b>357</b>	<b>0</b>	<b>734</b>	<b>734</b>

**4) Gifts in Kind**

As well as the outreach stations in Aughton and Banks (for which we pay a small charge for each session) the charity has (from 2011-12) received free use - for meeting clients - of the following (parts of) premises -

	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
Ormskirk hospital				
<i>Bickerstaffe House</i>	0	624	0	624
<i>Scarisbrick Unit</i>	0	624	0	624
Age UK, Ormskirk	0	156	0	156
Princess Royal Trust for Carers	0	78	0	78
<b>Total fundraising and other activities</b>	<b>0</b>	<b>1,482</b>	<b>0</b>	<b>1,482</b>

The total of these Gifts in Kind matches the amount so shown in the accounts for Rent (Note 9)

**5) Other income**

	Total funds 2010/11	Restricted funds	Unrestricted funds	Total funds 2011/12
Contribution towards costs of Training	723	0	308	308
Contribution towards costs of Travel	0	0	412	412
Other miscellaneous items	0	0	513	513
<b>Total other income</b>	<b>723</b>	<b>0</b>	<b>1,233</b>	<b>1,233</b>

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2012**

**6) Income from charitable activities** (Grants for the provision of Helpline services)

	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
Advice Services Fund	0	0	49,500	49,500
Big Lottery Fund	102,250	78,750	0	78,750
Central Lancashire Primary Care Trust	17,488	0	7,176	7,176
Lancashire County Council	12,474	5,000	0	5,000
West Lancashire Borough Council	5,920	0	5,920	5,920
Sub-total	<b>138,132</b>	<b>83,750</b>	<b>62,596</b>	<b>146,346</b>
Add: Income deferred from earlier years	16,667	17,167	0	17,167
Income accrued	0	8,833	0	8,833
Less: Income deferred until later years	(17,167)	0	(49,500)	(49,500)
<b>Total income from charitable activities</b>	<b>137,632</b>	<b>109,750</b>	<b>13,096</b>	<b>122,846</b>

**7) Staff costs and numbers**

No employee received remuneration, including benefits, amounting to more than £60,000 in the year. Here are the details of the staff costs –

	2010/11 £	2011/12 £
Staff salaries	97,299	104,823
Social security costs	7,575	7,016
Staff pensions	5,394	5,540
<b>Total cost of payroll</b>	<b>110,268</b>	<b>117,379</b>

	2010/11		2011/12	
	<i>Total number of employees</i>	<i>Full time equivalent</i>	<i>Total number of employees</i>	<i>Full time equivalent</i>
<i>Helpline services</i>	5.7	3.1	5.7	2.7
<i>Management</i>	1.0	1.0	1.0	1.0

**8) Trustee Remuneration & related party transactions**

The charity does not remunerate its trustees, but reimburses out-of-pocket expenses for training, travel and refreshments

	2010/11	2011/12
Number of trustees reimbursed	Three	Five
Expenses incurred as trustees	644	354
Expenses as volunteer Helpline desk advisors	381	451
<b>Total payments to trustees</b>	<b>1,025</b>	<b>805</b>

No trustee or other person related to the charity had any personal interest in any contract or transaction that the charity entered into in either year.

**9) Office accommodation**

	2010/11 £	2011/12 £
Rent of office	12,609	12,239
Rates	723	788
Utilities – cleaning, fuel, water, security	1,593	2,455
Rent of outstations	348	333
Free use of rooms as outstations	0	1,482
<b>Total cost of office accommodation</b>	<b>15,273</b>	<b>17,297</b>

**West Lancs Disability Helpline Limited**  
Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2012

	2010/11	2011/12
<b>10) Fees for financial services</b>	£	£
Hollows & Hesketh – Preparation of Payroll	661	834
P J Collins (of Collins & Co) - Independent Examiner	651	678
<b>Total fees for financial services</b>	<b>1,312</b>	<b>1,512</b>

**11) Legal status and taxation of the charitable company**

West Lancs Disability Helpline Limited is a company limited by guarantee and has no share capital. In the event of our having to wind up the company, the liability of each member is limited to £10. It also has charitable status, registered number 1102257, and is not subject to taxation by HMRC

	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
<b>12) Debtors and Prepayments</b>				
Debtors				
Accrued grant income	0	8,833	0	8,833
Prepayments -				
Insurance	0	1,469	0	1,469
Other items	426	97	0	97
<b>Total debtors (prepayments)</b>	<b>426</b>	<b>10,399</b>	<b>0</b>	<b>10,399</b>

	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
<b>13) Cash balances</b>				
Cash at Bank				
Fixed Rate Deposit	0	10,000	40,000	50,000
Deposit Account	93,754	1,846	58,928	60,774
Current Account	(1,287)	0	(2,444)	(2,444)
	<b>92,467</b>	<b>11,846</b>	<b>96,484</b>	<b>108,330</b>
Cash in Hand	200	0	200	200
<b>Total Cash</b>	<b>92,667</b>	<b>11,846</b>	<b>96,684</b>	<b>108,530</b>

**14) Creditors - amounts falling due within one year**

	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
<b>14) Creditors - amounts falling due within one year</b>				
Creditors – General	926	723	52	775
Accrued expenses	1,965	0	670	670
Deferred income (Note 15)	17,167	0	49,500	49,500
<b>Total creditors</b>	<b>20,058</b>	<b>723</b>	<b>50,222</b>	<b>50,945</b>

	Total funds 2010/11 £	Restricted funds £	Unrestricted funds £	Total funds 2011/12 £
<b>15) Deferred income</b>				
Brought forward at 1 <sup>st</sup> April	21,667	17,167	0	17,167
Amount deferred in year	17,167		49,500	49,500
Released to statement of financial activities	(21,667)	(17,167)	0	(17,167)
<b>Balance at 31<sup>st</sup> March</b>	<b>17,167</b>	<b>0</b>	<b>49,500</b>	<b>49,500</b>

Deferred income represents donations and grants that donors have specified must be used in future accounting periods.



**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2012**

<b>17) Statement of funds</b>	At 1 <sup>st</sup> April 2011 £	Incoming £	Outgoing £	At 31 <sup>st</sup> March 2012 £
<u>Restricted funds</u>				
<b>Big Lottery Fund</b>				
Reference – AP/1/010234433	24,779	104,750	(115,606)	13,923
Salaries and Expenses Fund	1,789	36,342	(34,667)	3,464
Volunteer Fund	2,485	2,250	(1,000)	3,735
Equipment Fund	400	0	0	400
<i>Total restricted funds</i>	<b>29,453</b>	<b>143,342</b>	<b>(151,273)</b>	<b>21,522</b>
<u>Unrestricted funds</u>				
General Funds	43,582	21,569	(18,689)	46,462
<i>Total unrestricted funds</i>	<b>43,582</b>	<b>21,569</b>	<b>(18,689)</b>	<b>46,462</b>
<b>Total funds</b>	<b>73,035</b>	<b>164,911</b>	<b>(169,962)</b>	<b>67,984</b>

*Big Lottery Fund – Reference AP/10101234433*

This grant is over five years from September 2007, for the Advice Plus project, in which we develop our services to the most deprived wards of the District. The balance on this fund will contribute towards the future costs of the scheme, which is to end in August 2012. After that, the money from the Big Lottery Fund under the “Supporting Impact” scheme will extend the project for a further twelve months

*Salaries and Expenses Fund* - This represents various donations received during the year, and spent on salaries and associated office costs.

*Volunteer Fund*

As we prepare for the long-term sustainability of the charity after the end of the extended Advice Plus project in the summer of 2013 we need to recruit, train and equip more volunteers, and have funds to pay their expenses

*Equipment Fund* - This represents donations received to fund the cost of new fixtures, fittings and equipment. The balance on this fund will contribute towards the purchase of replacement items. Occasionally we need to provide specialist equipment for volunteers with disabilities

*Unrestricted Funds* - The General Funds represent the free funds of the charity and are not designated for any particular purposes.

**18) Pension commitments**

The charity operates a defined contribution pension scheme for all members of staff. Each employee has selected a financial institution (bank or insurance company) and the charity makes contributions to these accounts, and shows these costs in the Statement of Financial Activities.

At 31st March 2011, the charity had owed about £35 for three employees but some of the financial institutions had overcharged the charity by sums totalling £196; by 31st March 2012, each account was clear.