

West Lancs Disability Helpline
Trustees' Annual Report and Accounts for the year ended 31st March 2013



"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 23rd October 2003.

Since October 2012, we have been operating as Disability Advice West Lancs (DAWL).

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 (*) Carolyn Disley (*) (*) 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, Chartered MCIPD
Registered Office	Whelmar House, 2 nd Floor, Southway, Skelmersdale, Lancashire WN8 6NN
Telephone (office)	01695 51819
Email address	enquiries@dawl.org.uk
Website	www.dawl.org.uk

Please look at our website if you would like to see our reports for previous years, or other information about the Helpline

Independent Examiner	P J Collins FCA, Collins & Co., 73a New Court Way, Ormskirk, L39 2YT
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West Lancs Disability Helpline Limited **Trustees' Report for the year ended 31st March 2013**

Introduction

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31st March 2013. 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, three (one third) of the trustees retired at the Annual General Meeting on 19th September 2012 and the members re-elected them. The Board may appoint new trustees to fill vacancies. 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 fourteen volunteers with disabilities, or knowledge of disabilities, staff the Helpline with seven paid employees. In 2012-13 the Board in administering the charity met on nine 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 4,786 people with disabilities and their carers. We produce self-help guides that simplify clients' journeys and they clarify how they can become more independent.

- 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 lifestyle by making choices for themselves. In the year ended 31st March, we generated £1,658,796 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 Lancashire 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.

West Lancs Disability Helpline Limited
Trustees' Report for the year ended 31st March 2013

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

Big Lottery Fund support

The Big Lottery Fund has provided money under Supporting Impact that has enabled us to continue our Advice Plus work until the summer of 2013.

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

Our aims	Our achievements in the first 5½ 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 £7,618,303 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	We have provided information to 5,249 new clients
Up to 250 DIAL UK (part of Scope) and Disability First advice services will work more closely together by sharing our lessons learned of the Alternative Office	We worked with 77 organisations. We would have worked with more; however, unforeseen external factors prevented us from so doing.
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 10 volunteers and are training more
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	So far we have helped 795 new clients to secure £333,320 in benefits
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	So far we have provided 652 clients with general information and advice

We passed the outline proposal stage for Reaching Communities in March 2013 and the Big Lottery Fund invited us to submit a full application, which we will do in May 2013. We will know the outcome in August, with the intention to start the new project in October.

New technology

Using funds won from several charitable trusts, the charity has upgraded its telephone system, server and computers, which led to greater efficiency, effectiveness and cheaper long-term costs.

West Lancs Disability Helpline Limited Trustees' Report for the year ended 31st March 2013

Benefits for clients

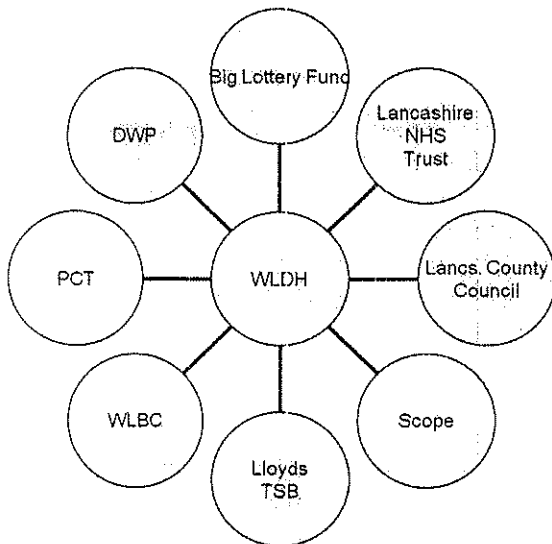
During the year to 31st March 2013, the team responded to 6,649 enquiries from 5,219 clients. Our small welfare benefits team of staff and volunteers generated an impressive £1,658,796 in welfare benefits income for vulnerable people in need and suffering from financial hardship and poverty. Some of 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 £201,119; in other words, for every £1 invested in the charity, we generated about £8.25 for our clients.

Video conferencing appeals from our office save our team members travelling time to Wigan or Liverpool where appeals are held, cut down travelling expenses and reduce 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



The diagram on the left shows the charity's present relationships with a variety of stakeholders (another diagram on page 6 shows the way we expect to develop in the future). As well as the named partners (funders and others), we 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 are hugely successful and we are looking to obtain funds to turn these into projects. We responded to 450 enquiries from psychiatric patients and generated £250,000 for them. We also assisted them in finding supported housing when they were discharged; we worked in partnership with private landlords, local authorities and hostels.

After the Manager gave a presentation to the West Lancashire Carers' Centre, Disability Helpline agreed to set up a pilot, to increase the choices of hidden carers. At our monthly outreach station, the Team answered 345 enquiries from carers and their families and generated £83,000 in welfare benefits income for them. We have ensured they are accessing the support services of other organisations, both statutory and voluntary. This is another successful pilot we are hoping to turn into a project.

We generated overall £365,320 (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. At client focus groups, clients told us that they are better off and they could not have managed without the help of the Team.

Our resources are stretched to the limit - in part as we have more Social Security appeals ongoing at 31st March 2013, than at 31st March 2012. This year, the Team will be busy helping clients with new welfare benefits such as Personal Independence Payment and Universal Credit. To help tackle the backlog – especially of appeals – the Board approved the continued working of additional hours by Welfare Benefit Advisers.

West Lancs Disability Helpline Limited **Trustees' Report for the year ended 31st March 2013**

Review of our strategy

Using the money granted by the Big Lottery Fund (Supporting Change), the charity employed a consultant, Alan Lawrie, to help us review the way we offer services to clients. His methodology included reviewing our charity's activities, reports and other papers. He interviewed trustees, staff, volunteers, funders, partner organisations and client groups. In September 2012, we held an "Away Day" in which the Team heard a report from the consultant. This addressed the heart of our charity's sustainability strategy after September 2013, when the current six-year grant ends (*please see 'Future developments' starting on page 7*).

Various common themes emerged from the consultant's findings from our beneficiaries and we accepted his recommendations in full:

- Produce self-help guides that simplify clients' journeys and clarifies their own responsibilities to reduce dependency on others and give us more time to manage our work
- Introduce an associate client membership scheme and folder for paperwork storage (26 clients have signed up since the middle of March 2013 and the numbers are growing very quickly)
- Ensure we are tender-ready for commissioning
- Become more accessible and proactive for clients in GPs' surgeries
- Change our identity to Disability Advice West Lancs so we are perceived as the lead local expert body for disabled people and carers with the health outcomes we deliver.

With our feedback from clients, partners and funders in mind, we formed six groups, consisting of trustees, volunteers and staff members, to finalise the details of our agreed strategy. We then worked with our management consultant to produce a new three-year Business Plan; we have achieved all of our SMART objectives and have used this information in our bid for Reaching Communities finance.

The Trustees then called an Extraordinary General Meeting in October 2012 at which members passed the following special resolutions:

- Trade as Disability Advice West Lancs (approved by the Charity Commission)
- Establish an associate class of membership for clients accessing the charity's services for £24 a year (this class of membership does not include voting rights)
- Become a charitable incorporated organisation
- Change our objects to include carers in our remit.

Clients value our empathy and ability to break down very complex issues into simpler terms from which they can make choices. In most cases, they say we resolve their problems. Clients pointed out that our welfare rights support is essential for reducing stress. They say personal contact is paramount; they would be lost without us.

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 14 volunteers; between them they provided around 5,500 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), which were well-attended.

West Lancs Disability Helpline Limited
Trustees' Report for the year ended 31st March 2013

Training

The Helpline is a learning organisation and strongly 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	Evacuation Chair Training	Train The Trainer
Personal Independence Payment	Business Administration	Financial Management
Universal Credit	Effective Minute-taking	The Art of Storytelling
Form-filling	First Aid Appointed Persons	The Next Ten Years
Challenging Decisions	Business Planning	Events Fundraising
Tribunal Representation	Time Management	

Our Treasurer is also Treasurer to another local charity, West Lancashire Shopmobility, and (as in 2010) the Board of each agreed to pay half the costs of his attendance at the Charity Accountants Conference in September. Following that event, he reported to each Board on what he had learned.

Information exchange

Our Information Research Officer continues to produce a newsletter for members to keep them informed of progress in our Strategic Business Plan, training course details, grants and donations received, as well as other relevant information. As we are recruiting volunteers, and as they come in during different times, the newsletter 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.

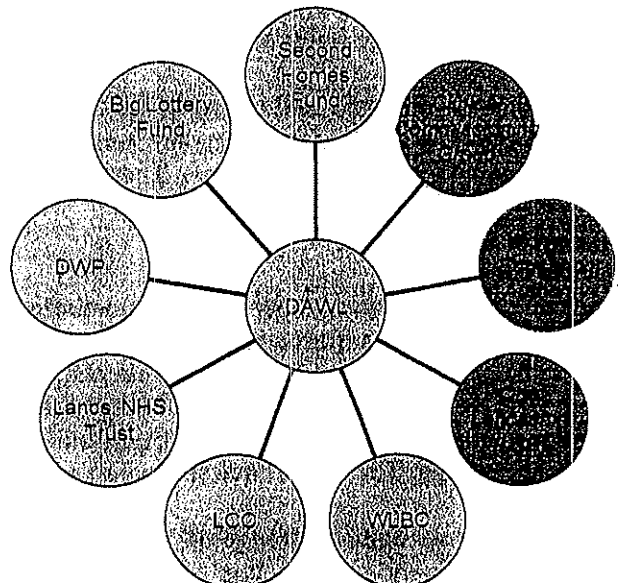
Future developments

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 induction training sessions. In addition, we will look 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 on the right shows the way the charity expects its relationships with stakeholders to develop.



The organisations in the diagram in *italics* are where we will invest much of our resources for the future. We have already held discussions with the West Lancashire Clinical Commissioning Group (GP Consortium) and have been invited to tender a bid for our services. We are working with One Lancashire (formerly the Local Strategic Partnership), to employ an apprentice and provide Permitted Work opportunities with the aim of moving volunteers closer towards paid employment. The European Social Fund awarded us project money to recruit 7 new volunteers that will give us more resources to try and meet our growing demand for our unique services. In partnership with Lancashire West CAB, we submitted a bid to the Advice Services Transition Fund in February and we will know the result in April 2013. This will help us to identify new ways of delivering and funding our services in the future

West Lancs Disability Helpline Limited
Trustees' Report for the year ended 31st March 2013

Other plans

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

- Concentrate on our partnership-working with other organisations
- Give our clients the opportunity to contribute towards our service with associate membership
- 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

The charity is considering the development of a payroll-giving scheme with local employers and is concentrating on refining its system with a university in the Borough before approaching others.

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 Legal Services Commission carried out a biennial audit on us for our Advice Quality Standards; there were no follow-up actions
- 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, the charity has suffered a reduction in income from the public sector bodies. However, in the year ended 31st March 2013, the Disability Helpline was fortunate to receive support from the European Social Fund, and the Local Strategic Partnership. We value the constant support of the Borough Council

General

The charity's income in the year was £205,175. 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.

Fund-raising and publicity

As we invested time in a review of our strategy in the summer we shelved our plans for local fund-raising, but intend to reactivate our plans in summer 2013. The Team did, however, manage to win a donation from Douglas Valley Lions towards our computers.

Financial review

We show the results for the year in the Statement of Financial Activities on page 10.

The charity's Balance Sheet on page 11 shows the position with net assets amounting to £72,040. This consists of restricted funds of £13,150 relating to specific projects, a designated fund of £16,167 representing the net book value of fixed assets, and unrestricted general funds of £42,723 for the day-to-day general running of the charity. As at the end of the year the charity had several 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 surplus funds in short-term deposits in the bank.

Reserves policy

It is our policy 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.

West Lancs Disability Helpline Limited
Trustees' Report for the year ended 31st March 2013

At present, unrestricted general funds, which amounted to £42,723 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.

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 that 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.

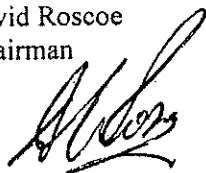
Independent examination

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 24th July 2013 and David Roscoe signed on its behalf.

David Roscoe
Chairman



West Lancs Disability Helpline Limited

Report of the Independent Examiner to members of West Lancs Disability Helpline for the year ended 31st March 2013

I report on the accounts of the company for the year ended 31st March 2013, which are set out on pages 10 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.

Paul Collins F.C.A

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

24th July 2013

West Lancs Disability Helpline Limited
Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31st
March 2013

Income and Expenditure	Note	Total funds 2011/12 £	Restricted funds £	Unrestricted funds £	Total funds 2012/13 £
Income					
Income from generated funds					28,518
Voluntary donations, etc.	2	38,580	24,553	3,965	0
Fund-raising activities		734	0	0	679
Investment income (bank interest)	3	36	0	679	1,560
Gifts in Kind	4	1,482	1,560	0	173,314
Income from charitable activities	5	122,846	117,729	55,585	1,104
Other income	6	1,233	0	1,104	205,175
Total Income		164,911	143,842	61,333	
Expenditure					
Employee costs					132,901
Payroll	7	117,379	79,489	53,412	3,089
Training		5,645	3,089	0	1,207
Travelling, Health & Safety		1,452	1,207	0	
Office costs					17,662
Cost of premises	9	17,297	14,202	3,460	3,072
Computing costs		2,737	2,258	814	1,200
Furniture and equipment		549	1,043	157	3,497
Depreciation on office equipment	10	0	0	3,497	7,902
Publicity, stationery, etc.		5,190	4,428	3,474	8,100
Postage and telephone		7,011	7,935	165	1,469
Insurance		1,545	1,011	458	8,849
Consultancy costs		0	7,335	1,514	1,575
Quality Assurance		0	1,575	0	
Volunteers' expenses					2,010
Training and meetings		2,796	2,010	0	5,605
Travel		5,724	5,605	0	
Governance					1,043
Trustee training & travel expenses	8	805	1,043	0	317
Company registration fee, etc.		320	0	317	1,621
Fees for financial services	11	1,512	929	692	201,119
Total Expenditure		169,962	133,159	67,960	
Net (expenditure)/income before transfers		(5,051)	10,683	(6,627)	4,056
Gross transfers between funds		0	(19,055)	19,055	0
Net (expenditure)/income and net movement in funds for the year	17	(5,051)	(8,372)	12,428	4,056
Funds brought forward		73,035	21,522	46,462	67,984
Total funds carried forward		67,984	13,150	58,890	72,040

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 2012

West Lancs Disability Helpline Limited
Balance Sheet as at 31st March 2013

	Note	Total funds March 2012 £	Restricted funds £	Unrestricted funds £	Total funds March 2013 £
Fixed assets					
Tangible assets	10	0	0	16,167	16,167
Current assets					
Debtors and Prepayments	13	10,399	3,318	0	3,318
Cash at bank and in hand	14	108,530	42,146	43,413	85,559
<i>Total of current assets</i>		<i>118,929</i>	<i>45,464</i>	<i>43,413</i>	<i>88,877</i>
Creditors: -					
- Amounts falling due within one year	15	(50,945)	(32,314)	(690)	(33,004)
Net current assets		67,984	13,150	42,723	55,873
Net assets		67,984	13,150	58,890	72,040
Funds	17				
Restricted funds		21,522	13,150		13,150
Unrestricted funds					
Designated fund		0		16,167	16,167
General funds		46,462		42,723	42,723
Total funds		67,984	13,150	58,890	72,040


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 24th July 2013 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 31st March 2013

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

Up to the year ended 31st March 2012 we had written off to revenue all capital assets purchased in the year. During the year ended 31st March 2013, the Board of Trustees reviewed its policy and agreed to capitalise future purchases worth £250 or more, and to calculate depreciation so as to write off the cost of an asset over its estimated useful life. The Board agreed the following factors -

Office Equipment

New Technology (computers, etc.)	35% of the reducing balance
Other Office Equipment	25% of the reducing balance

We also agreed that, where the net book value of an asset is less than £100, we write it down to zero

(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
- Designated funds – these are funds that the trustees have set aside for specific 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 31st March 2013

2) Donations and similar incoming resources

	Total funds 2011/12 £	Restricted funds £	Unrestricted funds £	Total funds 2012/13 £
Individuals	2,970	0	3,265	3,265
Access to Work	0	626	0	626
Baily Thomas Charitable Fund	0	500	0	500
Clothworkers Foundation	0	6,300	0	6,300
Dowager Countess Eleanor Peel Trust	0	3,000	0	3,000
Eleanor Rathbone Charitable Trust	3,000	0	0	0
Hedley Foundation	0	1,000	0	1,000
Inman Charity Trustees	3,500	0	0	0
John Moores Foundation	0	5,000	0	5,000
Lancs. County Council (Local Member)	500	0	0	0
Lloyds T S B Foundation	9,800	0	0	0
Nathaniel Reyner Trust Fund	0	0	700	700
Rainford Trust	0	750	0	750
Scope	14,810	0	0	0
Truemark Trust	0	3,000	0	3,000
Trusthouse Charitable Foundation	4,000	0	0	0
W O Street Charitable Foundation	0	2,500	0	2,500
Yorkshire & Clydesdale Bank Foundation	0	400	0	400
<i>Sub-total</i>	38,580	23,076	3,965	27,041
Add Income accrued	0	1,477	0	1,477
Total donations and similar income	38,580	24,553	3,965	28,518

We encourage successful clients to support us by 'lump sum' donations, or by regular standing orders. In 2012/13, we received £1,597 as 'one-off' payments (£1,816 in 2011/12) and £1,668 as standing orders (£1,154 in 2011/12).

3) Investment income (bank interest)

The Board authorised the Manager and Treasurer to invest funds that were temporarily surplus to immediate requirements in short-term Fixed Rate Deposits with our bank. During the year, these investments generated £654 of the total of £679

4) Gifts in Kind

During the year the charity received free use - for meeting clients - of the following (parts of) premises -

	Total funds 2011/12 £	Restricted funds £	Unrestricted funds £	Total funds 2012/13 £
Ormskirk hospital				
<i>Bickerstaffe House</i>	624	663	0	663
<i>Scarisbrick Unit</i>	624	663	0	663
Age UK, Ormskirk	156	78	0	78
West Lancashire Carers' Centre	78	156	0	156
Total Gifts in Kind	1,482	1,560	0	1,560

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

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2013

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

	Total funds 2011/12 £	Restricted funds £	Unrestricted funds £	Total funds 2012/13 £
Advice Services Fund	49,500	0	0	0
Big Lottery Fund	78,750	137,672	0	137,672
Central Lancashire Primary Care Trust	7,176	0	0	0
European Social Fund	0	5,946	0	5,946
Lancashire County Council	5,000	0	0	0
West Lancashire Borough Council	5,920	0	5,920	5,920
West Lancashire Local Strategic Partnership	0	13,865	0	13,865
Sub-total	146,346	157,483	5,920	163,403
Membership subscriptions	0	0	165	165
Add: Income deferred from earlier years	17,167	0	49,500	49,500
Income accrued	8,833	(8,833)	0	(8,833)
Less: Income deferred until later years	(49,500)	(30,921)	0	(30,921)
Total income from charitable activities	122,846	117,729	55,585	173,314

6) Other income

	Total funds 2011/12	Restricted funds	Unrestricted funds	Total funds 2012/13
Contribution towards costs of Training	308	0	0	0
Contribution towards costs of Travel	412	0	350	350
Other miscellaneous items	513	0	754	754
Total other income	1,233	0	1,104	1,104

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 –

	2011/12 £	2012/13 £
Staff salaries	104,823	117,894
Social security costs	7,016	9,207
Staff pensions	5,540	5,800
Total cost of payroll	117,379	132,901

	2011/12		2012/13	
	<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	5.0	2.8
<i>Management</i>	1.0	1.0	2.0	1.6

8) Trustee Remuneration & related party transactions

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

	2011/12	2012/13
Number of trustees reimbursed	Three	Five
Expenses incurred as trustees	354	403
Expenses as volunteer Helpline desk advisors	451	640
Total payments to trustees	805	1,043

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.

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2013

9) Office accommodation	2011/12 £	2012/13 £
Rent of office	12,239	12,626
Rates	788	660
Utilities – cleaning, fuel, water, security	2,455	2,792
Rent of outstations	333	24
Free use of rooms as outstations	1,482	1,560
Total cost of office accommodation	17,297	17,662

10) New technology and tangible fixed assets

During the year the charity decided to replace its out-dated computers and telephone systems to improve services to clients. The Manager won funds from a variety of charitable trusts and the charity obtained estimates to provide and install the most suitable equipment. We also provided specialist furniture and equipment to assist one employee, and won a grant from “Access to Work” to pay for it

	Office equipment £	Total £
COST		0
At 1 April 2012	0	19,664
Additions	19,664	19,664
At 31st March 2013	19,664	
DEPRECIATION		0
At 1st April 2012	0	3,497
Charge for the year	3,497	3,497
At 31st March 2013	3,497	
NET BOOK VALUE		0
At 31st March 2012	0	16,167
At 31st March 2013	16,167	

11) Fees for financial services

	2011/12 £	2012/13 £
Hollows & Hesketh – Preparation of Payroll	834	929
P J Collins (of Collins & Co) – Independent Examiner	678	692
Total fees for financial services	1,512	1,621

12) 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 H M Revenue & Customs

13) Debtors and Prepayments	Total funds 2011/12 £	Restricted funds £	Unrestricted funds £	Total funds 2012/13 £
Debtors				1,478
Accrued grant & donation income	8,833	1,478	0	
Prepayments -				1,445
Insurance	1,469	1,445	0	
Other items	97	395	0	395
Total debtors (prepayments)	10,399	3,318	0	3,318

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2013

14) Cash balances	Total funds 2011/12 £	Restricted funds £	Unrestricted funds £	Total funds 2012/13 £
Cash at Bank				
Fixed Rate Deposit	50,000	20,000	25,000	45,000
Deposit Account	60,774	22,146	19,039	41,185
Current account	(2,444)	0	(1,626)	(1,626)
Manager's account	0	0	800	800
	108,330	42,146	43,213	85,359
Cash in Hand	200	0	200	200
Total Cash	108,530	42,146	43,413	85,559

15) Creditors - amounts falling due within one year

	Total funds 2011/12 £	Restricted funds £	Unrestricted funds £	Total funds 2012/13 £
Creditors – General	775	1,393	0	1,393
Accrued expenses	670	0	690	690
Deferred income (Note 16)	49,500	30,921	0	30,921
Total creditors	50,945	32,314	690	33,004

16) Deferred income

	Total funds 2011/12 £	Restricted funds £	Unrestricted funds £	Total funds 2012/13 £
Brought forward at 1 st April	17,167	0	49,500	49,500
Amount deferred in year	49,500	30,921	0	30,921
Released to statement of financial activities	(17,167)	0	(49,500)	(49,500)
Balance at 31st March	49,500	30,921	0	30,921

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

17) Statement of funds

	At 1 st April 2012 £	Incoming £	Outgoing £	Transfers £	At 31st March 2013 £
<u>Restricted funds</u>					
Big Lottery Fund AP/1/010234433					
"Advice Plus" scheme	13,923	44,166	(58,089)	0	0
Supporting Change	0	9,747	(9,747)	0	0
Supporting Impact	0	49,950	(49,950)	0	0
Total – B L F	13,923	103,863	(117,786)	0	0
Salaries & Expenses fund	3,464	18,824	(12,695)	0	9,593
Volunteer fund	3,735	2,500	(2,678)	0	3,557
Equipment fund	400	18,655	0	(19,055)	0
Total restricted funds	21,522	143,842	(133,159)	(19,055)	13,150
<u>Unrestricted funds</u>					
Designated fund - fixed assets	0	0	(3,497)	19,664	16,167
General funds	46,462	61,333	(64,463)	(609)	42,723
Total unrestricted funds	46,462	61,333	(67,960)	19,055	58,890
Total funds	67,984	205,175	(201,119)	0	72,040

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2013

Restricted funds

Big Lottery Fund – Reference AP/10101234433

Advice Plus - this grant was over five years from September 2007, for the Advice Plus project, in which we developed our services to the most deprived wards of the Borough.

Supporting Change – the Big Lottery Fund awarded the charity £9,747, mainly to employ a consultant to help us review our methods of delivering services to clients

Supporting Impact – this money enables us to extend the Advice Plus scheme 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 and includes a grant to enable the charity to employ an Apprentice for one year from July 2012, and another to move three volunteers closer to paid employment for the longer term.

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, and expenditure on new fixtures, fittings and equipment.

Unrestricted funds

Designated fund - fixed assets

This fund identifies those sums that are not free funds as they represent the net book value of tangible fixed assets

General 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 2012, the charity had paid to the various financial institutions all the sums due as contributions for the year, and at 31st March 2013 the situation was the same

