

West Lancs Disability Helpline Limited
Trustees Report for the year ended 31st March 2009

“Helping people with disabilities and their carers to live the life 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.

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.

Contents	Page
Legal and administrative information	1
Trustees Report and Statement of Responsibilities	2 – 6
Report of Independent Examiner	7
Statement of Financial Activities	8
Balance Sheet	9
Notes forming part of the financial statements	10 – 14

Legal and administrative information

Board of Trustees	David Roscoe [Chairman] Peter Rouse CPFA [Treasurer] Kim Baker (Died 03/06/08) Barbara Townley (Retired 20/05/08) Brian Ransom (Retired 05/01/09) Cindy Robertson Keith Evans (Retired 20/05/08) Pamela Buxton (Co-opted 29/10/08) Marie Walker (Co-opted 29/10/08) Andrew Walker (Co-opted 17/12/08)
Patron	Lord Thomas of Macclesfield CBE (Managing Director of Co-operative Bank from 1987 to 1997)
Company Secretary	Alice Evans
Manager	Tony Lewis BA (Hon's) MCMi MSc
Registered Office	Whelmar House, 2 nd Floor, Southway, Skelmersdale, Lancashire WN8 6NN
Telephone (office)	01695 51819
Email address	enquiries@wldh.org.uk
Website	www.wldh.org.uk
Independent Examiner	P J Collins FCA, Collins & Co., 73a New Court Way, Ormskirk, L39 2YT
Solicitors	Brighthouse Wolff, 82 Sandy Lane, Skelmersdale, WN8 8LQ
Bankers	Royal Bank of Scotland plc, 24 Derby Street, Ormskirk, L39 2BY

West Lancs Disability Helpline Limited

Trustees Report for the year ended 31st March 2009

Introduction

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31st March 2009.

The legal and administrative information that we set out on page 1 forms 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 those persons by the provision of a direct information and advice service.

Organisation and Governance

The trustees named on page 1 served during the year. In accordance with the Articles of the company, two (one third) of the trustees retired at the Annual General Meeting held on 17th September 2008 and the members re-elected them. The Board may appoint new trustees to fill vacancies, and during the year co-opted three people. 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 Annual General Meeting, and principally comprises people with disabilities. Some fourteen volunteers with disabilities, or knowledge of disabilities, staff the Helpline with seven paid employees.

During the year the Board in administering the charity met on eight occasions. The Board delegates to the Manager the responsibility for the day-to-day running of the charity.

In accordance with our four quality marks and policies that underpin them, the Helpline has a structured induction 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 Helpline's history, the team and management structure, projects, the various funding streams and the Business Plan.

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

The charity has experienced a testing year and has used its policies and procedures to consolidate its structure, in what has been a very challenging time for the voluntary sector.

We are now roughly half-way through the second year of our five-year Advice Plus project with funding from the Big Lottery Fund. This funds over half of our activities for the next three years. Our core funding pays for the rest of our services with our having to find the balance from other sources.

In common with most charities, we face stiff competition for resources; nevertheless, the charity has continued to deliver a high quality and much needed service to local people with disabilities and their carers.

During the year to 31st March 2009, the team responded to 4,530 enquiries from 3,020 clients (including website hits). Our small welfare benefits team generated an impressive £1,214,547 in welfare benefits income for vulnerable people in need 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.

West Lancs Disability Helpline Limited **Trustees Report for the year ended 31st March 2009**

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 £1,214,547 that we know about.

We have three outreach stations in Ormskirk, Aughton and Banks, which are located the borders and middle of the District. We have generated £302,430 (as part of our overall total of £1,214,547), in welfare benefits for clients in these areas of particular need as well as during home visits for housebound clients.

Our calculations show that for every £1 invested in the Helpline, we generated over £7 for clients.

We have continued to demonstrate our user-led ethos by seeking and making use of clients' views when planning services. A computer program selects 5% of clients each year at random to answer questionnaires. This year, we received a 69% response with very encouraging and positive comments about our services, particularly our three outreach stations.

Lancashire County Council core funding

The County Council informed us in April 2008 that due to huge Central Government cutbacks to its budget, Councillors would not be funding us (and other charities), at levels we have had in recent years, despite expressing their satisfaction with our continued high quality service.

We immediately lobbied these Councillors and were able to persuade them to restore our core funding but only at half the previous level - with a promise to review this in future years.

Meanwhile, the Trustees and Manager held meaningful consultations with all the staff. We agreed to reduce all paid staff's hours to take absorb the loss of this funding. This solution meant that no single person would be made redundant and we knew we would be able to deliver all of our services albeit not to quite as many clients. We revised our marketing strategy and four key SMART objectives.

Review of our strategy

We hold a Strategy Day in September 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 2008, we held a very positive Strategy Day and discussed our SMART objectives and sustainability issues below (see Future developments):

- 9,466 people with disabilities of all ages & carers will receive their welfare benefits entitlement 82% faster, estimated at £6,573,423
- 4,627 new clients in West Lancashire's 3 most deprived wards will have greater access to advice & support services aimed at improving their health
- Up to 250 DIAL UK (now part of SCOPE) & Access Lancashire advice services will work more closely together by sharing our lessons learned of the Alternative Office
- The number of trained voluntary welfare benefits advisers will increase to 10 at the end of 5 years, supported by resources from other funding sources.

We found that we have achieved efficiency and effectiveness gains for two of our four objectives and met the remaining two in full.

Volunteers and staff

The charity is pleased to acknowledge the unstinting endeavours of our volunteers who performed various tasks, such as providing specialist information and advice to clients by telephone and in person. Other volunteers continued to develop their skills by doing welfare benefits casework, giving clients moral support and technical expertise with the preparation of Tribunal cases when accompanying clients.

West Lancs Disability Helpline Limited
Trustees Report for the year ended 31st March 2009

We have had an average of 14 volunteers during the year; between them provided around 4,500 hours. The value of this volunteer in kind time, valued conservatively is worth over £41,000.

The Helpline is a learning organisation and encourages the team to participate in a wide array of training opportunities.

Two volunteers and one member of staff passed their NVQ Level 3 in Advice and Guidance. Another staff member has started his NVQ Level 4. Other training sessions attended include Train the Trainer, the REDIAL database, assertiveness, Tribunal representation and challenging State welfare benefits decisions. Three new volunteers received initial on-the-job induction training in February and March 2009.

The Department for Work & Pensions, our Alternative Office partner, accredited our newly recruited volunteers and welfare benefits advisers with Alternative Office Agent status. This authorised them to verify clients' identifications - while providing a form-filling service.

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.

In accordance with our four quality marks, we have policies in force covering Equal Opportunities, and Health & Safety, as well as Caring for Team initiatives.

Val Homson, who was one of our most valued welfare benefits advisers, sadly and unexpectedly passed away at the end of 2008 after years of devoted service. The charity has dedicated its largest interview room to her memory. The Trustees and Manager then consulted with the welfare benefits team and re-allocated the hours between the staff to cover the work.

Our Information Research Officer continued 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. Given that 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 a local Council 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.

Four Trustees left the charity during the year and the Board encouraged front-line volunteers to become Trustees; three of them accepted the offer.

The Helpline holds membership of several national, regional and local organisations.

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 an Alternative Office partnership). We have shared our Alternative Office knowledge with other local organisations country-wide. This has given them an opportunity of becoming Alternative Offices enabling their clients to receive their welfare benefits much faster than before.

Office accommodation

After some minor alterations to the larger new premises, the charity relocated during mid April 2008, to the centre of the town, with no disruption in services. The previous premises were becoming too small for the charity's expansion.

Within a few weeks of our move, volunteers noted an increase in enquiries. We have access to other accommodation for Trustees' meetings, team meetings and training.

West Lancs Disability Helpline Limited **Trustees Report for the year ended 31st March 2009**

Future developments

Various training providers will continue to deliver packages of courses, including those that staff and volunteers stated they wish to attend and general training courses to assist in the development of the service and to keep abreast of changes in the law.

We will reinforce the inductions of our new volunteers in April and May by delivering training sessions in customer care, dealing with aggression, telephone skills, interview skills and welfare benefits. Other scheduled courses later in the year include time management, industrial injuries and paying for care.

Two volunteers will start their NVQ Level 3 in Advice and Guidance.

SCOPE (under the Opportunities for Volunteers Scheme), awarded us a £42,950 three year grant towards our volunteers' expansion project, to start in April 2009. Only one application from every eleven was successful. The Manager has consulted with the staff and with the Trustees' approval, will increase some staff hours from part of this income.

The charity has started to implement its long-term strategy to enable continuity from 2012:

- concentrate on our partnership-working with other organisations
- give our clients the opportunity to contribute towards our service
- market our video conferencing facilities to other organisations for a reasonable fee
- maximise volunteer recruitment
- increase our income from local companies by employee payroll-giving
- secure our remaining income from other sources, such as grant-making Trusts

We have applied to the Community Legal Services Commission to upgrade our current General Help Quality Mark to the Specialist Level, where there are funding opportunities. This level requires an organisation to undertake Tribunals, which we do already.

We will review our outreach stations next year, to establish if there is a need to expand our current outreaches operations from a half day at each to a full day. The Help Direct Gateways is considering funding this.

We have been approached to establish a new fourth outreach station at the Scarisbrick Unit in Ormskirk Hospital, to provide welfare rights advice to clients with severe mental health issues. We are keen to work in partnership with the hospital to take this forward – funding permitting.

The Manager has been awarded up to £1,000 by the Train to Gain scheme to begin a Chartered Institute of Personnel and Development course in September for his continuing professional development. He currently holds licentiate membership and will be working towards chartered status.

Income generation

The charity's income in the year was £163,542. The charity thanks all its supporters for their work and generosity.

Financial review

We show the results for the year in the Statement of Financial Activities on page 8.

The charity's Balance Sheet on page 9 shows the position with net assets amounting to £38,100. This consists of restricted funds of £6,374 relating to specific projects and unrestricted general funds of £31,726 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.

The money that we spend enables us to help our clients (people with disabilities, and those who care for them) to achieve a better lifestyle by winning the benefits to which they are entitled, and by providing information and support them, and to their carers.

West Lancs Disability Helpline Limited
Trustees Report for the year ended 31st March 2009

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 approximately three months' expenditure. At this level the trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding, and that this would provide them with sufficient funds to cover management and administration costs.

At present, unrestricted general funds, which amounted to £31,726 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 investment 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 three months 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 winter 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.

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 1985 and the Charities Act 1993. 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 taken advantage of special exemptions conferred by Part VII of the Companies Act 1985 applicable to small companies in the preparation of the accounts and have done so on the grounds that, in their opinion, the charitable company is entitled to those exemptions.

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 15th July 2009 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 31st March 2009

I report on the accounts of the company for the year ended 31st March 2009, which are set out on pages 8 to 14.

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 43(2) of the Charities Act 1993 (the 1993 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 43 of the 1993 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 43(7)(b) of the 1993 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

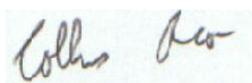
In connection with my examination, no matter has come to my attention:

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

- to keep accounting records in accordance with section 221 of the Companies Act 1985; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of the section 226 of the Companies Act 1985 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

15th July 2009

West Lancs Disability Helpline Limited
Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31st
March 2009

Income and Expenditure	Note	Total funds 2007/08 £	Restricted funds £	Unrestricted funds £	Total funds 2008/09 £
Income					
Income from generated funds					
Voluntary donations, etc.	2	25,927	12,000	17,201	29,201
Fund-raising activities	3	358	0	90	90
Investment income (Bank interest)		2,475	0	731	731
Income from charitable activities	4	137,779	95,439	38,081	133,520
Total Income		166,539	107,439	56,103	163,542
Expenditure					
<i>Employee costs</i>					
Payroll	5	118,455	61,856	46,377	108,233
Recruitment		1,474	0	0	0
Training, travelling, Health & Safety		1,491	2,939	651	3,590
<i>Office costs</i>					
Cost of premises	7	17,651	24,746	5,302	30,048
Computing costs		6,483	2,188	0	2,188
Furniture and equipment		725	1,280	0	1,280
Publicity, stationery, etc.		3,648	4,072	703	4,775
Communications – Postage and telephone		5,291	8,612	0	8,612
Insurance		1,223	800	363	1,163
Other office costs		29	246	112	358
<i>Volunteers' expenses</i>					
Training and meetings		638	670	0	670
Travel		4,428	3,883	0	3,883
<i>Governance</i>					
Trustee travel expenses	6	269	404	0	404
Company registration fee, etc.		61	0	196	196
Fees for financial services	8	1,136	599	590	1,189
Total Expenditure		163,002	112,295	54,294	166,589
Net (expenditure)/income and net movement in funds for the year		3,537	(4,856)	1,809	(3,047)
Funds brought forward		37,610	11,230	29,917	41,147
Total funds carried forward		41,147	6,374	31,726	38,100

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 2008

West Lancs Disability Helpline Limited
Balance Sheet as at 31st March 2009

	Note	Total funds March 2008 £	Restricted funds £	Unrestricted funds £	Total funds March 2009 £
Current assets					
Debtors	10	219	219	45	264
Cash at bank and in hand	11	68,807	25,415	33,696	59,111
<i>Total of current assets</i>		69,026	25,634	33,741	59,375
Creditors: -					
- Amounts falling due within one year	12	(27,879)	(19,260)	(2,015)	(21,275)
Net current assets		41,147	6,374	31,726	38,100
Net assets		41,147	6,374	31,726	38,100
Funds	15				
Restricted funds		11,230	6,374		6,374
Unrestricted funds					
General funds		29,917		31,726	31,726
Total funds		41,147	6,374	31,726	38,100

The trustees have taken advantage of the Companies Act 1985 by not having these accounts audited under Section 249a(1) (partial exemption). No member requested an audit in accordance with section 249b.

The trustees have taken advantage of special exemptions conferred by Part VII of the Companies Act 1985 applicable to small companies in the preparation of the accounts and have done so on the grounds that, in their opinion, the charitable company is entitled to those exemptions.

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 221, 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 Section 226 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 15th July 2009 and Peter Rouse signed on their behalf.



Peter Rouse
Treasurer

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 2009

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 January 2007).

(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 15.

(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 16 for more details].

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2009

2) Donations and similar incoming resources

	Total funds 2007/08 £	Restricted funds £	Unrestricted funds £	Total funds 2008/09 £
Individuals	1,165	0	1,451	1,451
Access to Work	799	0	0	0
Alchemy Foundation	1,000	0	0	0
Baily Thomas Charitable Fund	2,000	0	0	0
Central Lancs P C T	0	3,200	0	3,200
E H Smith Charitable Trust	0	0	350	350
Edith M Ellis 1985 Charitable Trust	0	0	1,000	1,000
Eleanor Rathbone Charitable Trust	0	3,000	0	3,000
HBOS Community Foundation	4,500	0	0	0
HealthSure	0	0	500	500
The Hedley Foundation	0	1,000	0	1,000
Inman Charity Trustees Limited	0	0	3,000	3,000
J K Stirrup deceased Charitable Trust	0	0	1,000	1,000
J Paul Getty Jnr Charitable Trust	0	0	3,000	3,000
John Lewis Fellowship	750	0	0	0
John Moores Foundation	5,666	2,500	0	2,500
Lloyds TSB Foundation	9,340	0	0	0
Proven Family Trust	0	0	300	300
The Rainford Trust	500	0	0	0
The Sir Jules Thorn Charitable Trust	0	0	600	600
The Sobell Foundation	0	0	5,000	5,000
The Steel Charitable Trust	0	3,000	0	3,000
Tesco Charity Trust	0	0	1,000	1,000
Truemark Trust	0	1,000	0	1,000
West Lancs Association of Disabled People	207	0	0	0
<i>Sub-total</i>	25,927	13,700	17,201	30,901
Less – Income deferred until 2009/10	0	(1,700)	0	(1,700)
Total donations and similar income	25,927	12,000	17,201	29,201

3) Fund-raising activities

	Total funds 2007/08 £	Restricted funds £	Unrestricted funds £	Total funds 2008/09 £
Sale of goods	73	0	0	0
Collections and other minor items	285	0	90	90
Total fundraising and other activities	358	0	90	90

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

	Total funds 2007/08 £	Restricted funds £	Unrestricted funds £	Total funds 2008/09 £
Big Lottery Fund	96,822	96,250	0	96,250
Central Lancashire Primary Care Trust	16,810	0	17,196	17,196
Lancashire County Council	20,989	0	10,000	10,000
West Lancashire District Council	5,426	0	5,638	5,638
Sub-total	140,047	96,250	32,834	129,084
Add Income deferred from earlier years	18,335	15,356	5,247	20,603
Less: Income deferred until later years	(20,603)	(16,167)	0	(16,167)
Total income from charitable activities	137,779	95,439	38,081	133,520

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2009

5) 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 –

	2007/08	2008/09
	£	£
Staff salaries	103,571	95,576
Social security costs	8,833	7,032
Staff pensions	6,051	5,625
Total cost of payroll	118,455	108,233

We pay our employees in accordance with the national scales for local authority staffs. In late March, we received notification of the arbitration award for Pay from April 2008; this was at 0.3% in addition to the interim sum of 2.45% that we had paid in November. The above values show the total sums due, including small adjustments to be paid in April.

The average monthly number of staff employed by the charity during each year was as follows:

	2007/08	2008/09
Helpline services	2.9	2.9
Management	1.7	1.7

6) Trustee Remuneration & related party transactions

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

	2007/08	2008/09
	Two	Five
Number of trustees reimbursed		
Expenses paid to trustees		
As trustees	120	163
As volunteer Helpline desk advisors	149	241
Total payments to trustees	269	404

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.

7) Office accommodation

	2007/08	2008/09
	£	£
Rent of office (*)	16,675	13,749
Rates	0	679
Cost of Relocation	0	13,414
Utilities – cleaning, fuel, water, security	781	1,817
Rent of outstations	195	389
Total cost of office accommodation	17,651	30,048

As part of the rent that we paid to CVS for the office in Westgate (in 2007/08) we were entitled to the use of meeting rooms in the building on several occasions each year. We made use of these sessions for our AGM, and meetings of the Board, and of the Team – including ongoing training. At the end of the calendar year 2007 the CVS moved from Westgate, and the Disability Helpline rented the office directly from West Lancashire District Council

The charity started to rent new premises from April 2008 that did not have any additional space for such meetings; however we were able to arrange training for small groups of people in the open plan area, and to borrow a spare room in the building for meetings of the Board of Trustees. In addition, we hire accommodation away from the office environment for General Meetings and for our Strategy Day

We also hire accommodation as ‘outstations’ – especially in the rural areas – for our Advice Plus service.

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2009

8) Fees for financial services

	2007/08	2008/09
	£	£
Hollows & Hesketh – Preparation of Payroll	574	599
P J Collins (of Collins & Co) - Reporting Accountant (2007/08) and Independent Examiner (2008/09)	562	590
Total fees for financial services	1,136	1,189

9) Taxation

West Lancs Disability Helpline Limited has charitable status, registered number 1102257, and is not subject to taxation by the Inland Revenue.

10) Debtors and Prepayments

	Total funds 2007/08	Restricted funds	Unrestricted funds	Total funds 2008/09
	£	£	£	£
Debtors	219	219	45	264
Total debtors	219	219	45	264

11) Cash balances

	Total funds 2007/08	Restricted funds	Unrestricted funds	Total funds 2008/09
	£	£	£	£
Cash at Bank				
Deposit Account	67,960	25,415	34,821	60,236
Current Account	747	0	(1,275)	(1,275)
	68,707	25,415	33,546	58,961
Cash in Hand	100	0	150	150
Total Cash	68,807	25,415	33,696	59,111

12) Creditors - amounts falling due within one year

	Total funds 2007/08	Restricted funds	Unrestricted funds	Total funds 2008/09
	£	£	£	£
Creditors – General	2,923	1,393	100	1,493
Creditors – Social Security costs	2,457	0	0	0
Accrued expenses	1,895	0	1,915	1,915
Deferred income (Note 13)	20,604	17,867	0	17,867
Total creditors	27,879	19,260	2,015	21,275

13) Deferred income

	Total funds 2007/08	Restricted funds	Unrestricted funds	Total funds 2008/09
	£	£	£	£
Brought forward at 1 st April	18,335	15,356	5,247	20,603
Amount deferred in year	20,604	17,867	0	17,867
Released to statement of financial activities	(18,335)	(15,356)	(5,247)	(20,603)
Balance at 31st March	20,604	17,867	0	17,867

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

14) Legal status 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.

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2009

15) Statement of funds	At 1 st April 2008	Incoming	Outgoing	At 31 st March 2009
	£	£	£	£
<u>Restricted funds</u>				
Salaries and Expenses Fund	0	11,000	(11,000)	0
Big Lottery Fund				
“Old” scheme – TR/1/01035124	187	0	(187)	0
“New” scheme – AP/1/010234433	4,924	95,439	(96,525)	3,838
Equipment Fund	6,119	1,000	(4,583)	2,536
<i>Total restricted funds</i>	11,230	107,439	(112,295)	6,374
<u>Unrestricted funds</u>				
General Funds	29,917	56,103	(54,294)	31,726
<i>Total unrestricted funds</i>	29,917	56,103	(54,294)	31,726
Total funds	41,147	163,542	(166,589)	38,100

Salaries and Expenses Fund - This represents various donations received during the year towards salary costs, volunteers’ expenses and associated office costs.

Big Lottery Fund

~ Reference TR/1/010135124

This was a grant, over three years to August 2007. At the end of the project, there was a small sum remaining on the fund that contributed towards the expenses of volunteers in 2008/09.

~ Reference AP/10101234433

This grant is over five years from September 2007, for the Advice Plus scheme. By this we will 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.

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 furnishing of our new office

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

16) 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.

As we explain in note 5, there was a long delay in agreeing the inflation award for April 2008. As a result there were some minor additional payments (about £100) due to financial institutions at March 2009; there were no such unpaid contributions at March 2008.