

**West Lancs Disability Helpline Limited**  
**Trustees Report for the year ended 31<sup>st</sup> March 2010**

*“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 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] Peter Rouse CPFA [Treasurer] Cindy Robertson Pamela Buxton Marie Walker (*) Andrew Walker Mary Walker Janet Fury (*) (*) also Helpline Volunteers	Retired 22/04/09 Elected 02/09/09 Elected 02/09/09 Co-opted 27/01/10 Co-opted 27/01/10
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	
Bankers	Royal Bank of Scotland plc, 24 Derby Street, Ormskirk, L39 2BY	

## **West Lancs Disability Helpline Limited** **Trustees Report for the year ended 31<sup>st</sup> March 2010**

### **Introduction**

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31st March 2010.

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 2<sup>nd</sup> September 2009 and the members re-elected them. The Board may appoint new trustees to fill vacancies, and during the year co-opted two 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 six 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 history of the Helpline, the team and management structure, projects, the various funding streams and the Business Plan.

### **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 those persons by the provision of a direct information and advice service
- 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 over one million pounds for our clients which they can then use to improve their lifestyles
- 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.

### **Investment powers**

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

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**Trustees Report for the year ended 31<sup>st</sup> March 2010**

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

The charity has experienced a very 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 due to the recession.

We are now roughly halfway through our five-year Advice Plus project with funding from the Big Lottery Fund.

By the end of this project we expect to reach our targets, which are -

- 9,466 people with disabilities of all ages and their carers will receive their welfare benefits entitlement 82% faster, estimated at £6,573,423
- 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
- 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
- The number of trained voluntary welfare benefits advisers will increase to ten at the end of five years, supported by resources from other funding sources.

The grant from the Big Lottery Fund provides over half of our income for the duration of the project. Our core funding contributes towards the rest of our costs, and we have 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 disabled people and their carers.

During the year to 31<sup>st</sup> March 2010, the team responded to 4,777 enquiries from 3,591 clients (including website hits on our new site). Our small welfare benefits team generated an impressive £1,140,010 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.

We persuaded The Appeals Service to hold the first video conference Tribunal and this took place from our office in October. We helped the client to win his case. Video conferencing appeals from our office saves 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 video conferencing from our office. 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 £1,140,010 that we know about.

We have three outreach stations in Aughton, Banks and Ormskirk, located near the borders and middle of West Lancashire. We generated £228,002 (as part of our overall total of £1,140,010), 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 high response with very encouraging and positive comments about our services. Clients told us that they are better off and that our team is very helpful, professional, first class, "fantastic", and they asked us to keep up the excellent work. Some clients asked us if we could provide an outreach service in another area of West Lancashire, particularly for older clients; we will consider this at our autumn Strategy Day.

We have maintained a managed marketing strategy by raising the service's profile albeit at a lower level by giving radio interviews, local newspaper interviews and Borough-wide leaflet drop.

## **West Lancs Disability Helpline Limited** **Trustees Report for the year ended 31<sup>st</sup> March 2010**

### **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 received £5,000 during the year ended 31<sup>st</sup> March 2010 as opposed to over £20,000 in previous years.

However, we have learned that we will receive over £12,000 in the financial year 2010/11, which is a move towards restoring our funding at former levels.

### **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 October 2009, we held a very positive Strategy Day and discussed our plans for the sustainability of the charity after August 2012, when the Advice Plus project ends. *Please see 'Future developments' on page 5.*

### **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, from the office, at outreaches and in clients' homes. Other volunteers continued to develop their skills by assisting with welfare benefits casework, giving clients moral support and technical expertise with the preparation of Tribunal cases when accompanying clients.

We have had an average of 14 volunteers during the year; between them provided around 4,815 hours. The value of this volunteer in kind time, valued conservatively is worth over £43,000.

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

Some members of our Team attended a ten-day Welfare Benefits Appeals and Representation course and Industrial Injuries Benefits training. Other training sessions attended include the REDIAL database, and Volunteer Recruitment. Several new volunteers received initial on-the-job induction training with workshops about Customer Care, Telephone Techniques, Dealing with Aggression, Welfare Benefits and Interview Skills. One of our new volunteers passed her NVQ Level II in Advice and Guidance.

The Manager was awarded almost £1,000 by the 'Train to Gain' scheme and started his Chartered Institute of Personnel and Development course for continuing professional development. He will sit his exams in May 2010.

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 five quality marks, we have policies in force covering Equal Opportunities, and Health & Safety, as well as Caring for Team initiatives, such as installing anti-glare film on the office windows to reduce the office's heat and the charity paying for the volunteers' Christmas meal as an acknowledgement of their contribution to the charity.

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.

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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.

One Trustee 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**

The charity's previous premises had become too small for our expansion, so we moved in April 2008 to the Skelmersdale town centre, with no disruption in services. Within a few weeks of our move, volunteers noted an increase in enquiries - mainly because we are now in the same building as JobCentre Plus whose officials make increased referrals to us.

To help deal with this unexpected increase, we provided welfare benefits training to our volunteers, and applied to the Lloyds TSB Foundation for funding of a new Welfare Benefits Advisers post for two years. The Foundation's Grants Manager interviewed our Manager in March and made a very strong recommendation in our favour. We are waiting for a final decision in early May.

JobCentre Plus provides us with access to its accommodation for Trustees' meetings, and occasional other uses.

### **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. The recent state pension changes is an example and the much tougher criteria for clients moving on to Employment Support Allowance from Incapacity Benefit is another.

We ran a pilot for a new outreach in Ormskirk Hospital between January and March and the popular demand from in- and out-patients with mental health issues for the service has given us the evidence we need to launch this from April 2010 as our fourth outreach station. One of our Welfare Benefits Advisers is staffing this with some temporary additional hours until we can secure more permanent funding for his post.

We will reinforce the inductions of our new volunteers this year by delivering our standard four induction training sessions.

A satisfied client has told us that he will be nominating the charity for the Queen's Award for Voluntary Service and we will know in later in the year if we have been successful in achieving this distinction.

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 with volunteer support
- 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 with volunteer support
- Secure our remaining income from other sources, such as grant-making Trusts

## **West Lancs Disability Helpline Limited** **Trustees Report for the year ended 31<sup>st</sup> March 2010**

### **External quality 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.
- SCOPE visited us for an audit in January for its standard evaluation of our new three-year £42,950 grant towards our volunteers' expansion project. The auditor was happy with our policies and procedures and was satisfied that the volunteers are adequately supported.
- The Department of Business, Innovation and Skills awarded us the Skills Pledge in July, which confirms our commitment to offer Level 2 courses to the team.
- We have invited the Community Legal Services Commission to re-audit our current General Help Quality Mark. We have completed the desktop audit and the on-site audit will be in late June.

### **Income generation**

The charity's income in the year was £158,741. 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.

### **Financial review**

We show the results for the year in the Statement of Financial Activities on page 9.

The charity's Balance Sheet on page 10 shows the position with net assets amounting to £51,208. This consists of restricted funds of £19,725 relating to specific projects and unrestricted general funds of £31,483 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.

### **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.

At present, unrestricted general funds, which amounted to £31,483 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 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 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.

**West Lancs Disability Helpline Limited**  
**Trustees Report for the year ended 31<sup>st</sup> March 2010**

**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 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.

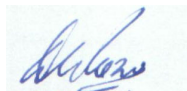
The trustees have prepared this report in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

**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 21st July 2010 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 2010

I report on the accounts of the company for the year ended 31<sup>st</sup> March 2010, which are set out on pages 9 to 16.

#### 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.

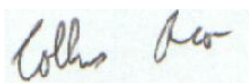
#### Independent examiner's statement

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 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

21st July 2010



**West Lancs Disability Helpline Limited**  
**Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31<sup>st</sup>**  
**March 2010**

<b>Income and Expenditure</b>	Note	Total funds 2008/09 £	Restricted funds £	Unrestricted funds £	Total funds 2009/10 £
<b>Income</b>					
Income from generated funds					
Voluntary donations, etc.	2	29,201	16,540	14,792	31,332
Fund-raising activities	3	90	0	219	219
Investment income (Bank interest)		731	0	31	31
Income from charitable activities	4	133,520	98,750	28,409	127,159
<b>Total Income</b>		<b>163,542</b>	<b>115,290</b>	<b>43,451</b>	<b>158,741</b>
<b>Expenditure</b>					
<i>Employee costs</i>					
Payroll	5	108,233	63,982	43,236	107,218
Training, travelling, Health & Safety		3,590	3,984	0	3,984
<i>Office costs</i>					
Cost of premises	7	30,048	14,736	0	14,736
Computing costs		2,188	302	0	302
Furniture and equipment		1,280	269	0	269
Publicity, stationery, etc.		4,775	6,333	0	6,333
Communications – Postage and telephone		8,612	5,295	0	5,295
Insurance		1,163	1,457	0	1,457
Other office costs		358	255	0	255
<i>Volunteers' expenses</i>					
Training and meetings		670	1,162	0	1,162
Travel		3,883	2,329	0	2,329
<i>Governance</i>					
Trustee travel expenses	6	404	680	0	680
Company registration fee, etc.		196	0	358	358
Fees for financial services	8	1,189	1,155	100	1,255
<b>Total Expenditure</b>		<b>166,589</b>	<b>101,939</b>	<b>43,694</b>	<b>145,633</b>
<b>Net (expenditure)/income and net movement in funds for the year</b>		<b>(3,047)</b>	<b>13,351</b>	<b>(243)</b>	<b>13,108</b>
Funds brought forward		41,147	6,374	31,726	38,100
<b>Total funds carried forward</b>		<b>38,100</b>	<b>19,725</b>	<b>31,483</b>	<b>51,208</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 2009

**West Lancs Disability Helpline Limited**  
**Balance Sheet as at 31<sup>st</sup> March 2010**

	Note	Total funds March 2009 £	Restricted funds £	Unrestricted funds £	Total funds March 2010 £
Current assets					
Debtors	10	264	0	0	0
Cash at bank and in hand	11	59,111	42,161	33,436	75,597
<i>Total of current assets</i>		<b>59,375</b>	<b>42,161</b>	<b>33,436</b>	<b>75,597</b>
Creditors: -					
- Amounts falling due within one year	12	(21,275)	(22,436)	(1,953)	(24,389)
<b>Net current assets</b>		<b>38,100</b>	<b>19,725</b>	<b>31,483</b>	<b>51,208</b>
<b>Net assets</b>		<b>38,100</b>	<b>19,725</b>	<b>31,483</b>	<b>51,208</b>
Funds	15				
Restricted funds		6,374	19,725		19,725
Unrestricted funds					
General funds		31,726		31,483	31,483
<b>Total funds</b>		<b>38,100</b>	<b>19,725</b>	<b>31,483</b>	<b>51,208</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 21st July 2010 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 2010**

**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 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 31<sup>st</sup> March 2010**

**2) Donations and similar incoming resources**

	Total funds 2008/09 £	Restricted funds £	Unrestricted funds £	Total funds 2009/10 £
Individuals	1,451	0	2,092	2,092
Access to Volunteering (*)	0	5,000	0	5,000
Albert Hunt Charitable Trust	0	0	1,000	1,000
Alchemy Foundation	0	0	250	250
Central Lancs P C T	3,200	0	0	0
Duchy of Lancaster Benevolent Fund	0	0	3,000	3,000
E H Smith Charitable Trust	350	0	0	0
Edith M Ellis 1985 Charitable Trust	1,000	0	0	0
Eleanor Rathbone Charitable Trust	3,000	0	0	0
HealthSure	500	0	0	0
The Hedley Foundation	1,000	0	0	0
Inman Charity Trustees Limited	3,000	0	0	0
Itochu Europe plc (*)	0	0	750	750
J K Stirrup deceased Charitable Trust	1,000	0	0	0
J Paul Getty Jnr. Charitable Trust	3,000	0	0	0
John Moores Foundation	2,500	0	0	0
North West Business Link	0	990	0	990
Proven Family Trust	300	0	0	0
SCOPE	0	13,850	0	13,850
The Sir Jules Thorn Charitable Trust	600	0	700	700
The Sobell Foundation	5,000	0	5,000	5,000
The Steel Charitable Trust	3,000	0	0	0
Tesco Charity Trust	1,000	0	0	0
Truemark Trust	1,000	0	0	0
Zochonis Charitable Trust	0	0	2,000	2,000
<i>Sub-total</i>	30,901	19,840	14,792	34,632
Add Income deferred from earlier years		1,700	0	1,700
Less: Income deferred until later years	(1,700)	(5,000)	0	(5,000)
<b>Total donations and similar income</b>	<b>29,201</b>	<b>16,540</b>	<b>14,792</b>	<b>31,332</b>

We encourage successful clients to support us by 'lump sum' donations, or by regular standing orders. In 2009/10, we received £1,273 as 'one-off' payments and £819 as standing orders.

(\*) We received these donations through the Charities Aid Foundation

**3) Fund-raising activities**

	Total funds 2008/09 £	Restricted funds £	Unrestricted funds £	Total funds 2009/10 £
Various minor items	90	0	219	219
<b>Total fundraising and other activities</b>	<b>90</b>	<b>0</b>	<b>219</b>	<b>219</b>

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2010**

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

	Total funds 2008/09 £	Restricted funds £	Unrestricted funds £	Total funds 2009/10 £
Big Lottery Fund	96,250	99,250	0	99,250
Central Lancashire Primary Care Trust	17,196	0	17,489	17,489
Lancashire County Council	10,000	0	5,000	5,000
West Lancashire Borough Council	5,638	0	5,920	5,920
Sub-total	<b>129,084</b>	<b>99,250</b>	<b>28,409</b>	<b>127,659</b>
Add Income deferred from earlier years	20,603	16,167	0	16,167
Less: Income deferred until later years	(16,167)	(16,667)	0	(16,667)
<b>Total income from charitable activities</b>	<b>133,520</b>	<b>98,750</b>	<b>28,409</b>	<b>127,159</b>

**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 –

	2008/09 £	2009/10 £
Staff salaries	95,576	94,832
Social security costs	7,032	6,889
Staff pensions	5,625	5,497
<b>Total cost of payroll</b>	<b>108,233</b>	<b>107,218</b>

We pay our employees in accordance with the national scales for local authority staffs, and make contributions to pension schemes at 6% of the basic salary. Our Secretary retired in February, so there is a small saving in total pay. During 2009/10, after approval from the Board, the Manager asked two employees to work extra hours to help clear a backlog of work, and two others to forego part of their holiday entitlement; the charity does not make pension contributions in respect of such additional pay.

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

	2008/09	2009/10
Helpline services	2.9	2.8
Management	1.7	1.5

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

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

	2008/09	2009/10
Number of trustees reimbursed	Five	Six
Expenses paid to trustees		
As trustees	163	150
As volunteer Helpline desk advisors	241	530
<b>Total payments to trustees</b>	<b>404</b>	<b>680</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.

**West Lancs Disability Helpline Limited**  
Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2010

**7) Office accommodation**

	2008/09 £	2009/10 £
Rent of office	13,749	11,913
Rates	679	699
Cost of Relocation	13,414	0
Utilities – cleaning, fuel, water, security	1,817	1,785
Rent of outstations	389	339
<b>Total cost of office accommodation</b>	<b>30,048</b>	<b>14,736</b>

The charity moved in April 2008 to new premises that did not have any additional space for 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 rooms away from the office environment for General Meetings and for our Strategy Day, and also hire accommodation as ‘outstations’ – especially in the rural areas – for our Advice Plus service.

**8) Fees for financial services**

	2008/09 £	2009/10 £
Hollows & Hesketh – Preparation of Payroll	599	655
P J Collins (of Collins & Co) - Independent Examiner	590	600
<b>Total fees for financial services</b>	<b>1,189</b>	<b>1,255</b>

**9) Taxation**

West Lancs Disability Helpline Limited has charitable status, registered number 1102257, and is not subject to taxation by HMRC

**10) Debtors and Prepayments**

	Total funds 2008/09 £	Restricted funds £	Unrestricted funds £	Total funds 2009/10 £
Debtors	264	0	0	0
<b>Total debtors</b>	<b>264</b>	<b>0</b>	<b>0</b>	<b>0</b>

**11) Cash balances**

	Total funds 2008/09 £	Restricted funds £	Unrestricted funds £	Total funds 2009/10 £
Cash at Bank				
Deposit Account	60,236	42,161	35,367	77,528
Current Account	(1,275)	0	(2,081)	(2,081)
	<b>58,961</b>	<b>42,161</b>	<b>33,286</b>	<b>75,447</b>
Cash in Hand	150	0	150	150
<b>Total Cash</b>	<b>59,111</b>	<b>42,161</b>	<b>33,436</b>	<b>75,597</b>

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

	Total funds 2008/09 £	Restricted funds £	Unrestricted funds £	Total funds 2009/10 £
Creditors – General	1,493	769	28	797
Accrued expenses	1,915	0	1,925	1,925
Deferred income (Note 13)	17,867	21,667	0	21,667
<b>Total creditors</b>	<b>21,275</b>	<b>22,436</b>	<b>1,953</b>	<b>24,389</b>

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2010**

**13) Deferred income**

	Total funds 2008/09 £	Restricted funds £	Unrestricted funds £	Total funds 2009/10 £
Brought forward at 1 <sup>st</sup> April	20,603	17,867	0	17,867
Amount deferred in year	17,867	21,667	0	21,667
Released to statement of financial activities	(20,603)	(17,867)	0	(17,867)
<b>Balance at 31<sup>st</sup> March</b>	<b>17,867</b>	<b>21,667</b>	<b>0</b>	<b>21,667</b>

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.

**15) Statement of funds**

	At 1 <sup>st</sup> April 2009 £	Incoming £	Outgoing £	At 31 <sup>st</sup> March 2010 £
<u>Restricted funds</u>				
Big Lottery Fund				
Reference – AP/1/010234433	3,838	98,750	(85,930)	16,658
Salaries and Expenses Fund	0	12,640	(12,640)	0
Volunteer Fund	0	3,900	(3,100)	800
Equipment Fund	2,536	0	(269)	2,267
<i>Total restricted funds</i>	<i>6,374</i>	<i>115,290</i>	<i>(101,939)</i>	<i>19,725</i>
<u>Unrestricted funds</u>				
General Funds	31,726	43,451	(43,694)	31,483
<i>Total unrestricted funds</i>	<i>31,726</i>	<i>43,451</i>	<i>(43,694)</i>	<i>31,483</i>
<b>Total funds</b>	<b>38,100</b>	<b>158,741</b>	<b>(145,633)</b>	<b>51,208</b>

*Big Lottery Fund – Reference AP/10101234433*

This grant is over five years from September 2007, for the Advice Plus project, developing our services to the most deprived wards of the District. The balance on this fund will contribute towards the future costs of the scheme.

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

*Volunteer Fund*

As we prepare for the long-term sustainability of the charity after the end of the Advice Plus project in the summer of 2012 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.

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

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2010**

**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.

The charity tries to pay the appropriate pension contributions in the year for which they are due, but occasionally we find that that we have overpaid or underpaid by small sums. At 31<sup>st</sup> March 2009, the charity had owed about £100 to these financial institutions, and by 31<sup>st</sup> March 2010 about £300. We will correct this in the year ending 31<sup>st</sup> March 2011.