

West Lancs Disability Helpline Limited
Trustees Report for the year ended 31st March 2011

“Thirty years’ 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.

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 Marie Walker (*) Andrew Walker Resigned 02/02/11 Mary Walker Janet Fury (*) Ruth Hunt (*) Co-opted 01/12/10 Sandie Brown Co-opted 01/12/10 (*) These trustees are also Helpline Volunteers
Patron	Lord Thomas of Macclesfield CBE (Managing Director of Co-operative Bank from 1987 to 1997)
Company Secretary and Manager	Tony Lewis BA (Hon’s) MCMI, MSc, Assoc CIPD
Registered Office	Whelmar House, 2 nd Floor, Southway, Skelmersdale, Lancashire WN8 6NN
Telephone (office)	01695 51819
Email address	enquiries@wldh.org.uk
Website	www.wldh.org.uk <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 31st March 2011**

Introduction

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31st March 2011.

The legal and administrative information that we set out on page 1 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 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 8th September 2010 and the members re-elected them. The Board may appoint new trustees to fill vacancies, and during the year co-opted two people. One trustee (who had also been a Helpline volunteer) stood down during the year for personal reasons. 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 seven occasions. The Board delegates to the Manager the responsibility for the day-to-day running of the charity.

In accordance with our five quality marks and the policies that underpin them, the Helpline has a structured induction scheme in place for new trustees. The Manager inducts new trustees on issues such as the role of a trustee, familiarity with the governing documents, the history of the Helpline, the team and management structure, the various funding streams 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 3,639 people with disabilities and their carers.

3 *Benefit for people on low income*

The charity particularly helps people with disabilities to claim benefits from the state. In a typical year, we generate over one million pounds for our clients, which they can then use to improve their lifestyles by making choices for themselves. In the year ended 31st March, we generated £1,213,430 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.

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Investment powers

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

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

In September 2011 the charity will start the fifth and final year of the “Advice Plus” project for which the Big Lottery Fund provides the finance.

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

Our aims	Our achievements in the first 3½ years
9,466 people with disabilities of all ages and their carers will receive their welfare benefits entitlement 82% faster, estimated at £6,573,423	So far we have helped 9,222 people win £4,308,082 benefits earlier
4,627 new clients in West Lancashire’s three most deprived wards will have greater access to advice & support services aimed at improving their health	So far we have provided information to 2,976 new clients
Up to 250 DIAL UK (now part of SCOPE) and Access Lancashire advice services will work more closely together by sharing our lessons learned of the Alternative Office	We have worked with over 20 organisations
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.	We have trained 6 volunteers

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

During the year to 31st March 2011, the team responded to 4,873 enquiries from 3,639 clients (including website hits on our site). Our small welfare benefits team of staff and volunteers generated an impressive £1,213,430 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.

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 amount that we know about. Other clients have commented that they appreciate our help in negotiating the “Benefits Maze”

For over three years we have been operating three outreach stations in Aughton, Banks and Ormskirk, located near the borders and middle of West Lancashire.

We are also running a pilot scheme at Ormskirk hospital, which has been very successful and are looking to obtain funds to continue. We give welfare benefits advice (Council Tax, Housing Benefit and Local Housing Allowance) to psychiatric patients. We also assist them with supported housing when they are discharged and liaise with private landlords, local authorities and hostels.

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We generated £301,392 (as part of our overall total) in welfare benefits for clients in these areas of particular need as well as during home visits for housebound clients.

During the year we generated for our clients £1,213,430 (that we know about) and spent £155,586 in doing so; in other words for every £1 invested in the Helpline, we generated about £7.80 for our clients.

We encourage clients to give us their feedback to measure levels of client satisfaction as well as planning 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 heartening positive comments about our services. Clients told us that they are better off and that our team is very helpful, professional, first rate, leaving little room for improvement and they asked us to keep up the excellent work. Some clients asked us if we could provide an outreach service in partnership with the West Lancashire Carers' Centre for example and we are considering this.

The Manager delivered presentations to several local organisations, such as the West Lancashire Carers' Centre and several Church groups during their coffee mornings. He also spoke at the Annual General Meeting of West Lancashire Shopmobility.

We have maintained a managed marketing strategy by raising the service's profile albeit at a modest level by local newspaper interviews and a Borough-wide leaflet drop. Our resources are stretched to the very limit as we have 56 Social Security appeals ongoing at 31st March 2011 (at 31st March 2010, we had 18 appeals). This massive increase is due to changes in Government policy and more stringent criteria for welfare benefits eligibility. We are unable to take on any new clients for appeals until we can win additional resources and very sadly have to turn away some applicants.

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 (typically a delay of only three weeks instead of the usual twelve weeks).

Review of our strategy

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

In September 2010, we held an "Away Day" with the Team to discuss our strategy 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

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 5,215 hours. This time, valued conservatively – and in line with appropriate NJC scales - is worth over £47,000. As a "Thank You" for their hard work, the charity offered volunteers a choice of Christmas meal (daytime or evening).

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Training

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

During the year various members of our Team attended a variety of courses such as -

Benefits related training	Office skills training	Personal development training
Employment Support Allowance Reconsiderations	Customer Care	Interview Skills
Local Housing Allowance	Telephone Techniques	Developing and Maintaining Relationships with Health and Social Care Funders
Incapacity Benefit to Employment Support Allowance Migration	Dealing with Aggression	Managing Employee Reward & Relations
Challenging Decisions	In-house systems	People Resourcing
Tribunal Representation		People Management & Development

In 2009/10, following an award of almost £1,000 by the ‘Train to Gain’ scheme, the Manager took a course for continuing professional development with the Chartered Institute of Personnel and Development, and passed the examinations in May 2010. He started his final year in September 2010 and is expected to graduate this summer after completing his final module - Skills for Business Leaders. His Management Report measured the extent to which the charity practices high performance working and used set criteria to prove that HR activities (such as reward, job security, employee engagement and harmonisation), has enhanced the Team’s performance at work and has in turn increased our organisational effectiveness and efficiency.

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

In March, the Manager and Treasurer attended an event “Shifting Sands” that the local CVS had arranged in conjunction with the Primary Care Trust to explain the new arrangements in the Health Service and how charities may bid to GP consortia for funds.

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 the purchase of a water cooler.

Experience of voluntary working has clearly proved very useful. One of our volunteers has now found full-time employment; three others have found part-time employment and have remained as volunteers with the charity.

The trustees encourage the Team to attend Board Meetings to demonstrate that we are an “open” organisation.

Information exchange

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

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

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

Future developments

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

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

The charity will continue 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
- Secure our remaining income from other sources, such as grant-making trusts
- Maximise our local fund-raising capacity by utilising our Fund-raising Team

The charity is developing a pilot payroll-giving scheme with Edge Hill University and when we are satisfied that it works well for both of us, we plan to extend the idea to other employers.

SCOPE has invited our Chairman and Manager to speak at a Meeting (of National Agents), in London in July 2011; several influential people will be attending who make funding decisions at national level. We have accepted, as it is an excellent opportunity to talk about our Opportunities for Volunteering project and to network with potential funders.

Our thirtieth anniversary occurs this summer, which is remarkable for a small local charity that started in a disabled woman's living room. It also coincides with our clients' nominations for the Queen's Award for Voluntary Service; we will know the outcome in July 2011.

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 June the Community Legal Services Commission audited us for continued performance in line with General Help Quality Mark.
- Following the nomination last year, we have had a thorough on-site assessment in December for the Queen's Award for Voluntary Service and expect the results in the summer
- DIAL UK came in February to perform an "Organisational Health Check" and told us that our only weakness was that we have not yet amassed six months' reserves

Income generation

General

The charity's income in the year was £177,413. 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.

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Fund-raising and publicity

One of our team of volunteers, offered to organise some active fund-raising - to supplement the work of the Manager in seeking funds by application to charitable trusts. She also found two other volunteers to help her in this work.

During the year the fund-raising team ran a Quiz and a stall at an Attic Sale and generated £357 in cash. Although the sum raised was not huge, the events raised the profile of the charity in West Lancashire, and received good coverage in the local newspaper.

For the year ending 31st March 2012, the team's outline plan includes a Charity Ball, our 30th Anniversary Celebrations this autumn, another Quiz and more Attic Sales.

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

The Manager is enquiring about the Fundraising Standards Board with the intention of enrolling the charity

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 £73,035. This consists of restricted funds of £29,453 relating to specific projects, and unrestricted general funds of £43,582 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 to provide information and support to 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 £43,582 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 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.

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

- Provision of inaccurate information leading to a loss of reputation
- Inability to attract sufficient funds to enable the charity to continue

The charity regularly reviews its Financial Procedures

Responsibilities of the Board

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

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

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities Act 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 3rd August 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 2011

I report on the accounts of the company for the year ended 31st March 2011, which are set out on pages 10 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.

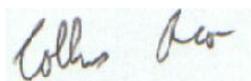
Independent examiner's statement

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

3rd August 2011

West Lancs Disability Helpline Limited
Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31st
March 2011

Income and Expenditure	Note	Total funds 2009/10 £	Restricted funds £	Unrestricted funds £	Total funds 2010/11 £
Income					
Income from generated funds					
Voluntary donations, etc.	2	31,332	30,690	7,968	38,658
Fund-raising activities	3	0	0	357	357
Investment income (Bank interest)		31	0	43	43
Income from charitable activities	4	127,159	114,224	23,408	137,632
Other income	5	219	0	723	723
Total Income		158,741	144,914	32,499	177,413
Expenditure					
<i>Employee costs</i>					
Payroll	6	107,218	90,392	19,876	110,268
Recruitment		0	800	28	828
Training		3,020	4,265	0	4,265
Travelling, Health & Safety		964	655	0	655
<i>Office costs</i>					
Cost of premises	8	14,736	15,273	0	15,273
Computing costs		302	2,801	0	2,801
Furniture and equipment		269	402	0	402
Publicity, stationery, etc.		6,333	5,583	0	5,583
Communications – Postage and telephone		5,295	4,763	0	4,763
Insurance		1,457	1,499	0	1,499
Quality Assurance		0	1,469	0	1,469
Other office costs		255	516	0	516
<i>Volunteers' expenses</i>					
Training and meetings		1,162	1,039	0	1,039
Travel		2,329	3,543	0	3,543
<i>Governance</i>					
Trustee training & travel expenses	7	680	1,025	0	1,025
Company registration fee, etc.		358	0	345	345
Fees for financial services	9	1,255	1,161	151	1,312
Total Expenditure		145,633	135,186	20,400	155,586
Net (expenditure)/income and net movement in funds for the year		13,108	9,728	12,099	21,827
Funds brought forward		38,100	19,725	31,483	51,208
Total funds carried forward		51,208	29,453	43,582	73,035

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 2010

West Lancs Disability Helpline Limited
Balance Sheet as at 31st March 2011

	Note	Total funds March 2010 £	Restricted funds £	Unrestricted funds £	Total funds March 2011 £
Current assets					
Debtors and Prepayments	11	0	426	0	426
Cash at bank and in hand	12	75,597	47,001	45,666	92,667
<i>Total of current assets</i>		75,597	47,427	45,666	93,093
Creditors: -					
- Amounts falling due within one year	13	(24,389)	(17,974)	(2,084)	(20,058)
Net current assets		51,208	29,453	43,582	73,035
Net assets		51,208	29,453	43,582	73,035
Funds					
	16				
Restricted funds		19,725	29,453		29,453
Unrestricted funds					
General funds		31,483		43,582	43,582
Total funds		51,208	29,453	43,582	73,035

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 3rd August 2011 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 2011

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 16.

(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 17 for more details].

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Notes forming part of the financial statements for the year ended 31st March 2011

2) Donations and similar incoming resources

	Total funds 2009/10 £	Restricted funds £	Unrestricted funds £	Total funds 2010/11 £
Individuals	2,092	0	2,468	2,468
Access to Volunteering	5,000	0	0	0
Albert Hunt Charitable Trust	1,000	0	0	0
Alchemy Foundation	250	0	0	0
Duchy of Lancaster Benevolent Fund	3,000	0	0	0
H D H Wills 1965 Charitable Trust	0	0	500	500
Investors in People	0	1,000	0	1,000
Itochu Europe plc	750	0	0	0
Lloyds T S B Foundation	0	10,400	0	10,400
North West Business Link	990	0	0	0
SCOPE	13,850	14,290	0	14,290
The Sir Jules Thorn Charitable Trust	700	0	0	0
The Sobell Foundation	5,000	0	5,000	5,000
Zochonis Charitable Trust	2,000	0	0	0
<i>Sub-total</i>	34,632	25,690	7,968	33,658
Add Income deferred from earlier years	1,700	5,000	0	5,000
Less: Income deferred until later years	(5,000)	0	0	0
Total donations and similar income	31,332	30,690	7,968	38,658

We encourage successful clients to support us by 'lump sum' donations, or by regular standing orders. In 2010/11, we received £1,614 as 'one-off' payments (£1,273 in 2009/10) and £854 as standing orders (£819 in 2009/10).

3) Fund-raising activities

	Total funds 2009/10 £	Restricted funds £	Unrestricted funds £	Total funds 2010/11 £
Quiz Night	0	0	317	317
Attic Sale (sale proceeds & donations)	0	0	40	40
Total fundraising and other activities	0	0	357	357

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

	Total funds 2009/10 £	Restricted funds £	Unrestricted funds £	Total funds 2010/11 £
Big Lottery Fund	99,250	102,250	0	102,250
Central Lancashire Primary Care Trust	17,489	0	17,488	17,488
Lancashire County Council	5,000	12,474	0	12,474
West Lancashire Borough Council	5,920	0	5,920	5,920
<i>Sub-total</i>	127,659	114,724	23,408	138,132
Add Income deferred from earlier years	16,167	16,667	0	16,667
Less: Income deferred until later years	(16,667)	(17,167)	0	(17,167)
Total income from charitable activities	127,159	114,224	23,408	137,632

5) Other income

	Total funds 2009/10	Restricted funds	Unrestricted funds	Total funds 2010/11
Contribution towards Training costs	157	0	723	723
Other miscellaneous items	62	0	0	0
Total other income	219	0	723	723

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2011

6) 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 –

	2009/10	2010/11
	£	£
Staff salaries	94,832	97,299
Social security costs	6,889	7,575
Staff pensions	5,497	5,394
Total cost of payroll	107,218	110,268

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. During 2010/11, after approval from the Board, the Manager asked members of the Team if they wished to work additional hours to tackle the backlog; some employees agreed to do so. 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:

	2009/10	2010/11
<i>Total number of employees</i>		
<i>Helpline services</i>	5.0	5.7
<i>Management</i>	1.0	1.0
<i>Full time equivalent</i>		
<i>Helpline services</i>	2.8	3.1
<i>Management</i>	1.5	1.0

7) Trustee Remuneration & related party transactions

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

	2009/10	2010/11
Number of trustees reimbursed	Six	Three
Expenses paid to trustees		
As trustees	150	644
As volunteer Helpline desk advisors	530	381
Total payments to trustees	680	1,025

The total figure for 2010/11 includes £354 being 50% of the cost of the Treasurer in attending the Charity Accountants' Conference in Bristol in September 2010

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.

8) Office accommodation

	2009/10	2010/11
	£	£
Rent of office	11,913	12,609
Rates	699	723
Utilities – cleaning, fuel, water, security	1,785	1,593
Rent of outstations	339	348
Total cost of office accommodation	14,736	15,273

Our premises near Skelmersdale town centre have only limited space for meetings; however we are 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. We also hire rooms away from the office environment for General Meetings and for our “Strategy Day”, and also hire accommodation as ‘outstations’ for our Advice Plus service.

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2011

9) Fees for financial services

	2009/10	2010/11
	£	£
Hollows & Hesketh – Preparation of Payroll	655	661
P J Collins (of Collins & Co) - Independent Examiner	600	651
Total fees for financial services	1,255	1,312

10) Taxation

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

11) Debtors and Prepayments

	Total funds 2009/10	Restricted funds	Unrestricted funds	Total funds 2010/11
	£	£	£	£
Prepayment – training course	0	230	0	230
Prepayment – pension contributions	0	196	0	196
Total debtors	0	426	0	426

12) Cash balances

	Total funds 2009/10	Restricted funds	Unrestricted funds	Total funds 2010/11
	£	£	£	£
Cash at Bank				
Deposit Account	77,528	47,001	46,753	93,754
Current Account	(2,081)	0	(1,287)	(1,287)
	75,447	47,001	45,466	92,467
Cash in Hand	150	0	200	200
Total Cash	75,597	47,001	45,666	92,667

13) Creditors - amounts falling due within one year

	Total funds 2009/10	Restricted funds	Unrestricted funds	Total funds 2010/11
	£	£	£	£
Creditors – General	797	807	119	926
Accrued expenses	1,925	0	1,965	1,965
Deferred income (Note 14)	21,667	17,167	0	17,167
Total creditors	24,389	17,974	2,084	20,058

14) Deferred income

	Total funds 2009/10	Restricted funds	Unrestricted funds	Total funds 2010/11
	£	£	£	£
Brought forward at 1 st April	17,867	21,667	0	21,667
Amount deferred in year	21,667	17,167	0	17,167
Released to statement of financial activities	(17,867)	(21,667)	0	(21,667)
Balance at 31st March	21,667	17,167	0	17,167

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

West Lancs Disability Helpline Limited
Notes forming part of the financial statements for the year ended 31st March 2011

15) 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.

16) Statement of funds	At 1 st April 2010 £	Incoming £	Outgoing £	At 31 st March 2011 £
<u>Restricted funds</u>				
Big Lottery Fund				
Reference – AP/1/010234433	16,658	101,750	(93,629)	24,779
Salaries and Expenses Fund	0	37,454	(35,665)	1,789
Volunteer Fund	800	5,710	(4,025)	2,485
Equipment Fund	2,267	0	(1,867)	400
<i>Total restricted funds</i>	19,725	144,914	(135,186)	29,453
<u>Unrestricted funds</u>				
General Funds	31,483	32,499	(20,400)	43,582
<i>Total unrestricted funds</i>	31,483	32,499	(20,400)	43,582
Total funds	51,208	177,413	(155,586)	73,035

Big Lottery Fund – Reference AP/10101234433

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

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

Volunteer Fund

As we prepare for the long-term sustainability of the charity after the end of the 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. Occasionally we need to provide specialist equipment for volunteers with disabilities

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

17) 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 arranged to pay the appropriate pension contributions - by direct debit - in the year for which they are due, but occasionally we find that that we have overpaid or underpaid by small sums. At 31st March 2010, the charity had owed about £300 to these financial institutions; however, by 31st March 2011 the charity owed about £35 for three employees, but some of the financial institutions had overcharged the charity by sums totalling £196. We expect to have corrected these errors by 31st March 2012.