

**West Lancs Disability Helpline Limited**  
**Trustees' Annual Report and Accounts for the year ended 31<sup>st</sup> March 2014**



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

**Constitution**

West Lancs Disability Helpline Limited is a company limited by guarantee (registered company number 4946820) and a registered charity (number 1102257). The governing documents are the Memorandum and Articles of Association dated 23<sup>rd</sup> October 2003. Since October 2012, we have been operating as Disability Advice West Lancs (DAWL).

**Directors and trustees**

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

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Board of Trustees	David Roscoe [Chairman] Sandie Brown [Vice-Chairman] Peter Rouse CPFA [Treasurer] Cindy Robertson Marie Walker (*) Mary Walker Janet Fury (*) Carolyn Disley (*)	(*) These trustees are (or were), also Helpline Volunteers
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Patron	Lord Thomas of Macclesfield CBE (Managing Director of Co-operative Bank from 1987 to 1997)
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Company Secretary and Manager	Tony Lewis BA (Hon's) MCML, MSc, Chartered MCIPD
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Registered Office	Whelmar House, 2 <sup>nd</sup> Floor, Southway, Skelmersdale, Lancashire WN8 6NN
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Telephone (office)	01695 51819
Email address	<a href="mailto:enquiries@dawl.org.uk">enquiries@dawl.org.uk</a>
Website	<a href="http://www.dawl.org.uk">www.dawl.org.uk</a>

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

Independent Examiner	P J Collins FCA, Collins & Co., Suite 13, Hattersley House, 1 Hattersley Court, off Burscough Road, Ormskirk, L39 2AY
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Bankers	Royal Bank of Scotland plc, 24 Derby Street, Ormskirk, L39 2BY
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## **West Lancs Disability Helpline Limited** **Trustees' Report for the year ended 31<sup>st</sup> March 2014**

### **Chairman's report**

The trustees are pleased to present their report together with the financial statements of the charity for the year ended 31<sup>st</sup> March 2014. The legal and administrative information that we set out on the front page are part of this report. The financial statements comply with current statutory requirements, with the Memorandum and Articles of Association of the charity, and with the Statement of Recommended Practice (Accounting and Reporting by Charities) that the Charity Commission issued in March 2005.

We have had our most successful year yet within a very challenging economic climate. Our three-year Business Plan has helped us to secure our future for the next three years, with support from a number of sources, including the Big Lottery Fund, the Henry Smith Charity and the Lloyds Bank Foundation, among others. On page 3, we show what we have achieved in the Advice Plus scheme that ended in September 2013 and what the new Reaching Communities project aims to achieve.

As always, our team responds to the needs of our clients and on page 3 we show how many people we were able to help during the year and the ways in which we deliver our services.

Our focus as a learning organisation for this next year will be to meet the aims in our Business Plan - coping with legislative changes, consolidating our outreach stations, building on our self-help tools, marketing our membership subscription scheme and developing our sustainability. We also plan to strengthen our team, continue to listen to our stakeholders and secure other long-term funding; page 4 shows more details of our plans for the next year or so.

We have developed links with public and private sector partners; we show them in a diagram on page 4.

Our volunteers, supported by the staff team, attended various training courses, from office-skills and welfare rights training, with opportunities for personal development. Between them, the volunteers have given about 6,170 hours to the charity and this time is valued conservatively at about £60,920.

The work and dedication of the volunteers and staff have developed this charity to its present impressive and respected position. All credit must go to them.

### **Objects of the Charity**

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

### **Organisation and Governance**

The trustees named on the front page served during the year. In accordance with our Articles, three (one third) of the trustees retired at the Annual General Meeting on 2<sup>nd</sup> October 2013 and the members re-elected them. The Board may appoint new trustees to fill vacancies. The minimum number of trustees is three, and the Board proposed a maximum number of twelve.

The charity is a voluntary body run by a Board of Trustees, elected by the members in the AGM, and principally comprising people with disabilities. An average of sixteen volunteers with disabilities, or knowledge of disabilities, staffed the Helpline with seven paid employees. In 2013-14 the Board in administering the charity, met on seven occasions. The Board delegates to the Manager the responsibility for charity's day-to-day running.

Disability Helpline has a structured induction scheme in place for new trustees. The Manager and a nominated trustee inducts new trustees on issues such as the role of a trustee, familiarity with the governing documents, the history of the charity, the team and management structure, and the Business Plan. Also, the Treasurer offers to new trustees a session in "Understanding Charity Finance".

### **Public Benefit**

The Trustees confirm that they have complied with the duty set out under the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit "Charities and Public Benefit" in developing the objectives for the year and in planning activities.

**West Lancs Disability Helpline Limited**  
**Trustees' Report for the year ended 31<sup>st</sup> March 2014**

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

Client enquiries and welfare benefits income generation

Our team responded to 6,921 enquiries from 5,866 clients and during the year, we generated an impressive £1,142,245 in welfare benefits income for vulnerable people in need and suffering from financial hardship and poverty. To generate this sum, we spent £188,859; in other words, for every £1 invested in the charity, we generated over £6 for our clients.

Big Lottery Fund project

We have met our aims under the Advice Plus project (including the extension of one year under Supporting Impact).

At the end of our six years' Advice Plus & Supporting Impact funding (in September 2013), we achieved and in some cases, exceeded our aims –

Our aims	Our achievements
<i>11,596 disabled people &amp; carers will receive their welfare benefits entitlement faster, estimated at £7,282,423</i>	<i>We helped 16,104 people win £7,862,183 benefits faster</i>
<i>4,627 new clients in the three most deprived wards will have better access to our services, to improve health.</i>	<i>We provided information to 5,383 new clients</i>
<i>Up to 250 DIAL UK (part of Scope) and Disability First advice services will work more closely together by sharing our lessons learned of the Alternative Office</i>	<i>We worked with 77 organisations. We would have worked with more but unforeseen external factors prevented us.</i>
<i>The number of trained voluntary welfare benefits advisers will increase to 10, supported by resources from other funding sources, helping our sustainability</i>	<i>We trained 10 volunteers and are training more</i>
<i>We will help 1,144 new clients with mental health problems and carers in outreach stations to receive their welfare benefits up to 80% faster, projected at £790,000, leading to less poverty and fewer admissions into hospital</i>	<i>We helped 1,325 new clients to secure £794,600 in benefits</i>
<i>We will provide general information advice and support to 1,420 clients, enabling them to make their own decisions, bringing about favourable impacts on their lives.</i>	<i>We provided 1,485 clients with general information and advice</i>

From October 2013, the Big Lottery Fund has also awarded funds of just under £100,000 a year for three years for our Reaching Communities project, as a result of client consultation. *Please look at our website to peruse our Evaluation and Business Plan.* The new project will give clients support to become more independent, more stress-free and more self-confident. Our welfare benefits support will aim to alleviate stress. Our training and development sessions (assertiveness, CV writing and team-building), will endeavour to increase self-confidence. Our welfare benefits workshops will strive to increase independence.

By the end of our Reaching Communities project in September 2016, we anticipate that we will achieve or surpass our aims –

Our aims	Our achievements in the first 6 months
<i>6,000 clients on low incomes will experience less stress and anxiety as a result of financial advice leading to improved well-being and £3,010,000 in welfare benefits</i>	<i>So far, we have helped 883 people to achieve improved well-being and generated £437,085</i>
<i>450 disabled people and carers will have increased self-confidence to make informed life choices about their independence.</i>	<i>To date we have increased the self-confidence of 36 disabled people and carers.</i>

# West Lancs Disability Helpline Limited

## Trustees' Report for the year ended 31<sup>st</sup> March 2014

### New technology

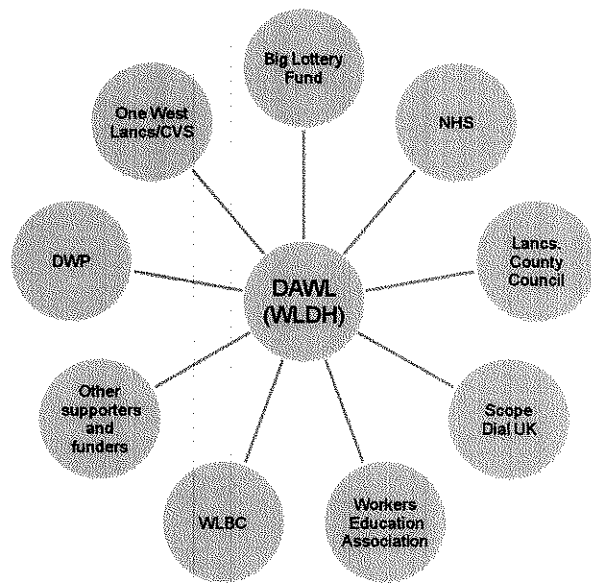
We continue to monitor advances in technology and have established a user-friendly website with a 'log-in' area for members. This contains information that is not available in the public domain.

### **Stakeholder consultation**

#### Clients

The charity encourages clients to give us their feedback to measure their levels of satisfaction as well as to help us to plan future service provision. We select at random some five per cent of clients to complete questionnaires. This year, as last, we received our usual high response with very encouraging comments about our services. We now run quarterly focus groups to enable more discussion.

#### Partners



We also work with a variety of stakeholders to strengthen our holistic approach with our clients. Examples include Ormskirk Hospital, West Lancashire Carers' Centre, Help Direct and statutory sector funders. A key partnership is our Alternative Office with the Department of Work and Pensions. As we can verify clients' identities, this enables us to secure clients' welfare benefits much faster after assisting them with form completion. This ensures our clients do not experience hardship for prolonged periods without assistance.

We formed a partnership with Lancashire West CAB (and others), with Advice Service Transition Funding and began this work in September 2013. This will help us to identify new ways of delivering and funding our services in the future.

### **Future developments**

We will continue with our Reaching Communities project and confidently expect to achieve all of our targets by September 2016.

#### Coping with legislative changes

The welfare system is changing, becoming more complicated and harder for people to meet the criteria; the Universal Credit is expected to come into force shortly.

#### Outreach stations

We plan to continue offering outreach services in the West Lancashire Carers' Centre and Ormskirk Hospital. We will deliver our services from the office, in the homes of housebound people and in the Appeals Service's locations at Liverpool and Wigan. We also plan to provide services at health clinics, with the support of West Lancashire Clinical Commissioning Group.

#### Clients using self-help tools

We have listened to our clients and established that there is a need for them to take more active roles in their own affairs; many of them are too dependent upon others. Our pilot feedback shows that this encouraged independence and helped to reduce our workload. We are now using our self-help tools with all clients, which explain their choices at each stage of their journeys, from income assessment right up to Tribunal representation. The self-help guides also very clearly state the responsibilities of clients at each stage.

We have adopted an in-house outcomes tool to measure clients' progress and our Trustees, team and partners will use this to develop and improve services.

**West Lancs Disability Helpline Limited**  
**Trustees' Report for the year ended 31<sup>st</sup> March 2014**

Membership scheme

We invite clients to become associate members (at a small annual subscription), to give them priority treatment during exceptionally busy times. The membership scheme brings clients into the charity, which encourages regular feedback and consultation. Members receive a folder to use for paper storage; this further encourages self-help. To date, we have 159 members.

Sustainability

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

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

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

**Quality standards**

The charity has policies and procedures in place that help to benchmark its work to ensure that we comply with standards. The Disability Symbol, the Advice Quality Standards and the Fundraising Standards Board are just some of the standards we have achieved because of the way we work with our clients.

**Income generation**

Public sector funding

In line with many other charities, the charity has suffered a reduction in income from the public sector bodies. However, in the year ended 31st March 2014, Disability Helpline was fortunate to receive support from the European Social Fund, Lancashire County Council, West Lancashire Clinical Commissioning Group and the Local Strategic Partnership. We value the continuing support of the Borough Council.

General

The charity's income in the year was £189,696. 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 8.

The charity's Balance Sheet on page 9 shows the position with net assets amounting to £72,877. This consists of restricted funds of £20,215 relating to specific projects, a designated fund of £10,728 representing the net book value of fixed assets, and unrestricted general funds of £41,934 for the day-to-day general running of the charity. As at the end of the year the charity had several applications pending requesting funding to meet general expenses.

After the Manager and Treasurer reported on a meeting with the Business Manager of our bank, the Board authorised them to invest surplus funds in short-term deposits in the bank.

**Reserves policy**

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

**West Lancs Disability Helpline Limited**  
**Trustees' Report for the year ended 31<sup>st</sup> March 2014**

At present, unrestricted general funds, which amounted to £41,934 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 review annually the major risks that 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: -

- A review each spring of the risks that the charity may face;
- The identification 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.

The charity regularly reviews its Financial Procedures.

**Responsibilities of the Board**

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

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

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

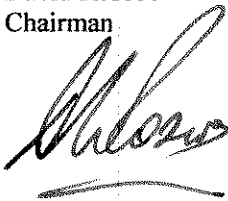
**Independent Examination**

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 16th July 2014 and David Roscoe signed on its behalf.

David Roscoe  
Chairman



16th July 2014

## West Lancs Disability Helpline Limited

### Report of the Independent Examiner to members of West Lancs Disability Helpline for the year ended 31<sup>st</sup> March 2014

I report on the accounts of the company for the year ended 31<sup>st</sup> March 2014, which are set out on pages 8 to 15.

#### Respective responsibilities of trustees and examiner

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

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

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

#### Basis of independent examiner's report

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

#### Independent examiner's statement

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

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

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

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

P J Collins FCA,  
Collins & Co., Chartered Accountants  
Suite 13, Hattersley House,  
1 Hattersley Court,  
off Burscough Road,  
Ormskirk,  
L39 2AY

*Paul Collins F.C.A.*

16th July 2014

## West Lancs Disability Helpline Limited

### Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31<sup>st</sup> March 2014

Income and Expenditure	Note	Total funds 2012/13 £	Restricted funds £	Unrestricted funds £	Total funds 2013/14 £
<b>Income</b>					
Income from generated funds					
Voluntary donations, etc.	2	28,518	35,150	5,745	40,895
Fund-raising activities		0	0	292	292
Investment income (bank interest)	3	679	0	751	751
Gifts in Kind	4	1,560	1,482	0	1,482
Income from charitable activities	5	173,314	136,017	8,554	144,571
Other income	6	1,104	0	1,705	1,705
<b>Total Income</b>		<b>205,175</b>	<b>172,649</b>	<b>17,047</b>	<b>189,696</b>
<b>Expenditure</b>					
<i>Employee costs</i>					
Payroll	7	132,901	117,586	6,012	123,598
Training		3,089	5,815	0	5,815
Travelling, Health & Safety		1,207	3,312	3,317	6,629
<i>Office costs</i>					
Cost of premises	9	17,662	15,462	3,544	19,006
Computing costs		3,072	1,772	0	1,772
Furniture and equipment		1,200	475	206	681
Depreciation on office equipment	10	3,497	0	5,867	5,867
Publicity, stationery, etc.		7,902	6,176	2,174	8,350
Postage and telephone		8,100	7,036	53	7,089
Insurance		1,469	1,207	239	1,446
Consultancy costs		8,849	1,400	220	1,620
Quality Assurance		1,575	0	0	0
<i>Volunteers' expenses</i>					
Training and meetings		2,010	2,339	0	2,339
Travel		5,605	1,304	772	2,076
<i>Governance</i>					
Trustee training & travel expenses	8	1,043	748	0	748
Company registration fee, etc.		317	15	169	184
Fees for financial services	11	1,621	937	702	1,639
<b>Total Expenditure</b>		<b>201,119</b>	<b>165,584</b>	<b>23,275</b>	<b>188,859</b>
<b>Net (expenditure)/income and net movement in funds for the year</b>	17	<b>4,056</b>	<b>7,065</b>	<b>(6,228)</b>	<b>837</b>
Funds brought forward		67,984	13,150	58,890	72,040
<b>Total funds carried forward</b>		<b>72,040</b>	<b>20,215</b>	<b>52,662</b>	<b>72,877</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 2013



**West Lancs Disability Helpline Limited**  
**Balance Sheet as at 31<sup>st</sup> March 2014**

	Note	Total funds March 2013 £	Restricted funds £	Unrestricted funds £	Total funds March 2014 £
<b>Fixed assets</b>					
Tangible assets	10	<b>16,167</b>	<b>0</b>	<b>10,728</b>	<b>10,728</b>
<b>Current assets</b>					
Debtors and Prepayments	13	3,318	2,305	0	2,305
Cash at bank and in hand	14	85,559	20,976	42,645	63,621
<i>Total of current assets</i>		<b>88,877</b>	<b>23,281</b>	<b>42,645</b>	<b>65,926</b>
Creditors: -					
- Amounts falling due within one year	15	(33,004)	(3,066)	(711)	(3,777)
<b>Net current assets</b>		<b>55,873</b>	<b>20,215</b>	<b>41,934</b>	<b>62,149</b>
<b>Net assets</b>		<b>72,040</b>	<b>20,215</b>	<b>52,662</b>	<b>72,877</b>
Funds	17				
Restricted funds		13,150	20,215		20,215
Unrestricted funds					
Designated fund		16,167		10,728	10,728
General funds		42,723		41,934	41,934
<b>Total funds</b>		<b>72,040</b>	<b>20,215</b>	<b>52,662</b>	<b>72,877</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 16th July 2014 and Peter Rouse signed on its behalf.

  
Peter Rouse  
Treasurer

16th July 2014

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 2014**

**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**

During the year ended 31<sup>st</sup> March 2013, the Board of Trustees reviewed its policy and agreed to capitalise future purchases worth £250 or more, and to calculate depreciation so as to write off the cost of an asset over its estimated useful life. The Board agreed the following factors -

Office Equipment

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

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

**(e) Fund accounting**

The funds that the charity holds are -

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

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

**(f) Pension costs**

The charity operates a defined contribution pension scheme. We charge in the Statement of Financial Activities the value of contributions payable for the year. [Please see note 7 for more details].

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2014**

**2) Donations and similar incoming resources**

	Total funds 2012/13 £	Restricted funds £	Unrestricted funds £	Total funds 2013/14 £
Individuals	3,265	0	2,370	2,370
Access to Work	626	0	0	0
Baily Thomas Charitable Fund	500	0	0	0
British Epilepsy Association	0	0	275	275
Clothworkers' Foundation	6,300	0	0	0
Douglas Valley Lions Club	0	1,477	0	1,477
Dowager Countess Eleanor Peel Trust	3,000	0	0	0
Hedley Foundation	1,000	0	0	0
Albert Hunt Charitable Trust	0	0	1,000	1,000
John Moores Foundation	5,000	0	0	0
Lloyds T S B Foundation	0	11,250	0	11,250
Nathaniel Reyner Trust Fund	700	0	0	0
Rainford Trust	750	0	0	0
Eleanor Rathbone Charitable Trust	0	3,000	0	3,000
Red Rose Charitable Trust	0	0	500	500
Henry Smith Charity	0	20,900	0	20,900
Sir Jules Thorn Charitable Trust	0	0	600	600
Truemark Trust	3,000	0	0	0
W O Street Charitable Foundation	2,500	0	0	0
Yorkshire & Clydesdale Bank Foundation	400	0	0	0
Zochonis Charitable Trust	0	0	1,000	1,000
<i>Sub-total</i>	<b>27,041</b>	<b>36,627</b>	<b>5,745</b>	<b>42,372</b>
Adjust for Income accrued at March 2013	1,477	(1,477)	0	(1,477)
<b>Total donations and similar income</b>	<b>28,518</b>	<b>35,150</b>	<b>5,745</b>	<b>40,895</b>

We encourage successful clients to support us by 'lump sum' donations, or by regular standing orders. In 2013/14, we received £473 as 'one-off' payments (£1,597 in 2012-13) and £1,896 as standing orders (£1,668 in 2012-13).

**3) Investment income (bank interest)**

The Board authorised the Manager and Treasurer to invest funds that were temporarily surplus to immediate requirements in short-term Fixed Rate Deposits with our bank. During the year, these investments generated £720 of the total of £751

**4) Gifts in Kind**

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

	Total funds 2012/13 £	Restricted funds £	Unrestricted funds £	Total funds 2013/14 £
Ormskirk hospital				
<i>Bickerstaffe House</i>	663	663	0	663
<i>Scarisbrick Unit</i>	663	663	0	663
Age UK, Ormskirk	78	0	0	0
West Lancashire Carers' Centre	156	156	0	156
<b>Total Gifts in Kind</b>	<b>1,560</b>	<b>1,482</b>	<b>0</b>	<b>1,482</b>

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

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2014**

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

	Total funds 2012/13 £	Restricted funds £	Unrestricted funds £	Total funds 2013/14 £
Big Lottery Fund	137,672	72,450	0	72,450
European Social Fund	5,946	7,346	0	7,346
Garfield Weston Foundation	0	10,000	0	10,000
Sir Douglas Glover Trust Fund	0	3,600	0	3,600
Lancashire County Council	0	5,000	0	5,000
West Lancashire Borough Council	5,920	0	5,920	5,920
West Lancs Clinical Commissioning Group	0	3,600	0	3,600
West Lancs Local Strategic Partnership	13,865	2,250	0	2,250
Sub-total	<b>163,403</b>	<b>104,246</b>	<b>5,920</b>	<b>110,166</b>
Membership subscriptions	165	0	2,634	2,634
Add: Income deferred from earlier years	49,500	30,921	0	30,921
Income accrued	(8,833)	850	0	850
Less: Income deferred until later years	(30,921)	0	0	0
<b>Total income from charitable activities</b>	<b>173,314</b>	<b>136,017</b>	<b>8,554</b>	<b>144,571</b>

**6) Other income**

	Total funds 2012/13	Restricted funds	Unrestricted funds	Total funds 2013/14
Contribution towards costs of Training	0	0	50	50
Contribution towards costs of Travel	350	0	1,391	1,391
Other miscellaneous items	754	0	264	264
<b>Total other income</b>	<b>1,104</b>	<b>0</b>	<b>1,705</b>	<b>1,705</b>

**7) Staff costs and numbers, and pension commitments**

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

	2012/13 £	2013/14 £
Staff salaries	117,894	110,436
Social security costs	9,207	8,013
Staff pensions	5,800	5,149
<b>Total cost of payroll</b>	<b>132,901</b>	<b>123,598</b>

	2012/13		2013/14	
	Total number of employees	Full time equivalent	Total number of employees	Full time equivalent
<i>Helpline services</i>	5.0	2.8	5.0	2.9
<i>Management</i>	2.0	1.6	2.0	1.8

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

At 31st March 2013, the charity had paid to the various financial institutions all the sums due as contributions for the year, and at 31st March 2014 the situation was the same

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2014**

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

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

	2012/13	2013/14
Number of trustees reimbursed	Five	Two
Expenses incurred as trustees	403	263
Expenses as volunteer Helpline desk advisors	640	485
<b>Total payments to trustees</b>	<b>1,043</b>	<b>748</b>

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

**9) Office accommodation**

	2012/13	2013/14
	£	£
Rent of office	12,626	13,364
Rates	660	681
Utilities – cleaning, fuel, water, security	2,792	3,411
Rent of outstations	24	68
Free use of rooms as outstations	1,560	1,482
<b>Total cost of office accommodation</b>	<b>17,662</b>	<b>19,006</b>

**10) New technology and tangible fixed assets**

	Office equipment	Total
	£	£
<b>COST</b>		
At 1 April 2013	19,664	19,664
Additions	428	428
At 31st March 2014	20,092	20,092
<b>DEPRECIATION</b>		
At 1st April 2013	3,497	3,497
Charge for the year	5,867	5,867
At 31st March 2014	9,364	9,364
<b>NET BOOK VALUE</b>		
At 31st March 2013	16,167	16,167
At 31st March 2014	10,728	10,728

**11) Fees for financial services**

	2012/13	2013/14
	£	£
Hollows & Hesketh – Preparation of Payroll	929	929
P J Collins (of Collins & Co) – Independent Examiner	692	710
<b>Total fees for financial services</b>	<b>1,621</b>	<b>1,639</b>

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

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

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2014**

<b>13) Debtors and Prepayments</b>	Total funds March 2013 £	Restricted funds £	Unrestricted funds £	Total funds March 2014 £
Debtors				
Accrued grant & donation income	1,478	850	0	850
Prepayments -				
Insurance	1,445	1,455	0	1,455
Other items	395	0	0	0
<b>Total debtors (prepayments)</b>	<b>3,318</b>	<b>2,305</b>	<b>0</b>	<b>2,305</b>

<b>14) Cash balances</b>	Total funds March 2013 £	Restricted funds £	Unrestricted funds £	Total funds March 2014 £
Main accounts ~ Cash at Bank				
Fixed Rate Deposit	45,000	0	0	0
Deposit Account	41,185	20,976	43,731	64,707
Current account	(1,626)	0	(2,086)	(2,086)
	<b>84,559</b>	<b>20,976</b>	<b>41,645</b>	<b>62,621</b>
Manager's Account				
Cash at Bank	800	0	937	937
Cash in Hand	200	0	63	63
	<b>1,000</b>	<b>0</b>	<b>1,000</b>	<b>1,000</b>
<b>Total Cash</b>	<b>85,559</b>	<b>20,976</b>	<b>42,645</b>	<b>63,621</b>

<b>15) Creditors - amounts falling due within one year</b>	Total funds March 2013 £	Restricted funds £	Unrestricted funds £	Total funds March 2014 £
Creditors – General	1,393	3,066	0	3,066
Accrued expenses	690	0	711	711
Deferred income (Note 16)	30,921	0	0	0
<b>Total creditors</b>	<b>33,004</b>	<b>3,066</b>	<b>711</b>	<b>3,777</b>

<b>16) Deferred income</b>	Total funds March 2013 £	Restricted funds £	Unrestricted funds £	Total funds March 2014 £
Brought forward at 1 <sup>st</sup> April	49,500	30,921	0	30,921
Amount deferred in year	30,921	0	0	0
Released to statement of financial activities	(49,500)	(30,921)	0	(30,921)
<b>Balance at 31<sup>st</sup> March</b>	<b>30,921</b>	<b>0</b>	<b>0</b>	<b>0</b>

Deferred income represents donations and grants that donors have specified must be used in future accounting periods. At 31<sup>st</sup> March 2014 no such deferred income remained.

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2014**

17) Statement of funds	At 1 <sup>st</sup> April 2013 £	Incoming £	Outgoing £	Transfers £	At 31 <sup>st</sup> March 2014 £
<u>Restricted funds</u>					
<i>Big Lottery Fund</i>					
Supporting Impact	0	49,950	(49,950)	0	0
Reaching Communities	0	47,175	(45,419)	0	1,756
Advice Service Transition Fund	0	1,150	(1,150)	0	0
Total – B L F	0	98,275	(96,519)	0	1,756
Salaries & Expenses fund	9,593	74,374	(67,950)	0	16,017
Volunteer fund	3,557	0	(1,115)	0	2,442
<i>Total restricted funds</i>	<i>13,150</i>	<i>172,649</i>	<i>(165,584)</i>	<i>0</i>	<i>20,215</i>
<u>Unrestricted funds</u>					
Designated fund - fixed assets	16,167	0	(5,867)	428	10,728
General funds	42,723	17,047	(17,408)	(428)	41,934
<i>Total unrestricted funds</i>	<i>58,890</i>	<i>17,047</i>	<i>(23,275)</i>	<i>0</i>	<i>52,662</i>
<b>Total funds</b>	<b>72,040</b>	<b>189,696</b>	<b>(188,859)</b>	<b>0</b>	<b>72,877</b>

Restricted funds

*Big Lottery Fund –*

Supporting Impact – *Reference AP/10101234433* - this money enables us to extend the Advice Plus scheme for a further twelve months. Please see page 3 for details of our achievements on this activity

Reaching Communities – Advice Self-Help - *Reference RC/5/010458549* – these funds allow us to offer our services to promote clients’ self-confidence, independence and help ease their stress.

Advice Service Transition Fund – *Reference AST/1/010456305* - this grant, in partnership with Lancashire West Citizens Advice Bureaux – will increase awareness of advice services

*Salaries and Expenses fund*

This represents various donations received during the year, and spent on salaries and associated office costs and includes a grant to move three volunteers closer to paid employment for the longer term.

*Volunteer fund*

As we prepare for the long-term sustainability of the charity after the end of the Reaching Communities project in the summer of 2016 we need to recruit, train and equip more volunteers, and have funds to pay their expenses

Unrestricted funds

*Designated fund - fixed assets*

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

*General Funds*

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