

**West Lancs Disability Helpline Limited**  
**Report and Financial Statements for the year ended 31<sup>st</sup> March 2008**

*“Helping people with disabilities and their carers to live the life that they choose”*

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**Legal and administrative information**

Board of Directors	David Roscoe [Chairman] Peter Rouse CPFA [Treasurer] Kim Baker Barbara Townley Brian Ranson (Elected Sept. 2007) Cindy Robertson (Elected Sept. 2007) Keith Evans (Elected Sept. 2007) Suzanne Blundell (Retired October 2007)
Patron	Lord Thomas of Macclesfield CBE
Company Secretary	Alice Evans
Registered Charity	1102257
Registered Company	4946820 (England and Wales)
Manager	Tony Lewis BA (Hon's) MCMi MSc
Registered Office	Whelmar House, 2 <sup>nd</sup> Floor, Southway, Skelmersdale, Lancashire WN8 6NN  (Until 14/04/08) at 49 Westgate, Sandy Lane Centre, Skelmersdale, Lancashire WN8 8LP
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>
Reporting Accountants	Collins & Co 73A New Court Way, Ormskirk, L39 2YT
Solicitors	Brighthouse Wolff, 82 Sandy Lane, Skelmersdale, WN8 8LQ
Bankers	Alliance & Leicester Commercial Bank plc, Bootle, Merseyside. L30 4GB

## **West Lancs Disability Helpline Limited** **Trustees Report for the year ended 31<sup>st</sup> March 2008**

The Trustees, who are also Directors of the charity for the purposes of the Companies Act, are pleased to present their report together with the financial statements of the charity for the year ended 31<sup>st</sup> March 2008.

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.

### **Constitution and objects**

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.

The main objective of the organisation 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 Directors named on page 1 served during the year. In accordance with the Articles of the company, two (one third) of the Directors retired at the Annual General Meeting held on 5<sup>th</sup> September 2007 and the members re-elected them. The members also elected three new Directors. The Board may appoint new Directors to fill vacancies. The minimum number of Directors is three, and the Board proposed a maximum number of twelve.

The charity is a voluntary body run by a Board of Directors, elected by the members in the Annual General Meeting, and principally comprises people with disabilities. Some sixteen 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 four quality marks and policies that underpin them, the Helpline has a structured induction in place for new Directors. The Manager inducts new Directors on issues such as the role of a Director, familiarity with the governing documents, the Helpline's history, the team and management structure, projects, the various funding streams and the Business Plan.

### **Investment powers**

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

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

The charity has strengthened and expanded during what has been a very challenging year for the voluntary sector in general.

We received written news in May that we were successful in our new £500,000 Big Lottery Fund application under the Advice Plus funding stream. Of over 1,400 groups that applied nationally, only 71 received a grant and only 2 (ourselves and one other), received the maximum amount.

This funds just over half of our activities for the next five years. Our core funding makes up another 25% with our having to find the balance from other sources.

Overall, the year has been a very successful one for the charity.

**West Lancs Disability Helpline Limited**  
**Trustees Report for the year ended 31<sup>st</sup> March 2008**

During the year to 31st March 2008 the Helpline's advisers responded to 3,106 enquiries from 1,375 clients. Our small welfare benefits team generated an impressive £1,262,820 in welfare benefits income for vulnerable people in need suffering from financial hardship and poverty. We achieved this result by our team helping clients to complete forms, by undertaking welfare benefits checks, and by accompanying clients at Tribunals.

*The £1,262,820 represents only the welfare benefits income we have generated for clients that we know about. Some clients we have helped do not tell us how much welfare benefits income we have generated for them and we can not estimate this figure except to emphasise that the actual amount of welfare benefits income we generated will be even higher.*

Our calculations show that for every £1 invested in the Helpline, we generated about £7.75 for people in need in our District.

We have continued to demonstrate our user-led ethos by seeking and making use of clients' views when planning services. We achieved this by using a computer program to select clients at random to answer questionnaires and we consider responses when reviewing our strategy. We survey by questionnaire 5% of clients each year; of the 58 clients that we invited to give us their views, 35 (60%) responded.

For example, clients were telling us that they had to wait too long to receive their welfare benefits, thereby experiencing considerable poverty and hardship. We adopted a two-fold strategy to solve this problem. We trained more volunteers to give welfare benefits advice to ensure that clients received a faster turnaround for appointments' waiting times. We maintained a reduced waiting time by continuing the Alternative Office partnership with the Department for Work & Pensions.

#### **Review of our strategy**

We hold a Strategy Day in September each year at which directors, volunteers and staff meet to review the Strategic Business Plan's SMART objectives that the team agreed a year 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.

Some of the objectives we set in our 2006/2008 Strategic Business Plan were ongoing until our Big Lottery Fund success. Since then, we have realised the remaining two:

- the successful bid to the Big Lottery Fund, which we achieved by forming a sub group to manage the bid
- another objective was to raise the profile of the charity. We used a number of strategies; such as a District-wide leaflet drop, newspaper articles and the local radio. We held a celebration in June with Directors, staff and volunteers. We organised press coverage to highlight our success and to launch our new project. The Manager gave presentations to *Skelmersdale Jobcentre Plus*, *Access Matters*, *West Lancashire Parkinson's Society* and *West Lancashire Age Concern* among others.

In September 2008 we will undertake our first review of our new five-year Strategic Business Plan, with a heavy emphasis upon long-term sustainability after 2011/12.

#### **Launch of "Advice Plus" Scheme**

We recruited two new welfare benefits advisers in September. We then marketed and opened our three new outreach stations with a welfare benefits adviser and a volunteer responsible for each. These target the most hard-to-reach and economically deprived wards in West Lancashire. Our new laptop will enable staff to access their work and case management software from each outreach station with the use of terminal services technology.

**West Lancs Disability Helpline Limited**  
**Trustees Report for the year ended 31<sup>st</sup> March 2008**

**Volunteers and staff**

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

We now have an average of sixteen volunteers who between them provided around 5,000 hours during the year. The value of this volunteer in kind time, valued conservatively, dependent upon the job type - is worth over £45,000.

The Helpline is a learning organisation, meaning that it is proactive. We do this by using SMART objectives in our Strategic Business Plans and encouraging team members to acquire new skills and knowledge to keep abreast of developments. Team members attended various specific training courses that they identified.

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

Although we do not make the decisions on clients' applications, our innovation in becoming an Alternative Office has enabled us to secure clients' welfare benefits much faster after assisting them with form completion. Clients are experiencing hardship for a much reduced period of time.

In accordance with our four quality marks, we have policies in force covering equal opportunities, and health & safety, as well as Caring for Team initiatives. *An auditor reviewed one of our quality marks in February and confirmed that our systems had, if anything, improved.*

Our Information Research Officer produces a newsletter for members to keep them informed of progress in the Strategic Business Plan, training course details, grants and donations received, as well as other relevant information.

Two newly recruited volunteers received thorough on-the-job induction training in February. We reinforced this by structured workshops, consisting of interviewing skills, active listening skills, greeting skills, the REDIAL case recording computer program and an overview of welfare benefits.

Supported by the Directors and Manager, one of our existing welfare benefits advisers successfully passed the second year of her welfare benefits degree course and started her final year in September.

Directors have continued to hold directorships on other charities such as local Councils of Voluntary Service and 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 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 DIAL UK and Access Lancashire (we are the only organisation in West Lancashire that has an Alternative Office partnership). We will assist other local organisations country-wide to have an opportunity of becoming Alternative Offices enabling their clients to receive their welfare benefits much faster than before.

The Manager gave keynote speeches at two major events during the year:

- At the invitation of the Big Lottery Fund in December, he gave a speech at a conference for over one hundred delegates from other charities. This was aimed at outlining how the charity secured the joint highest grant in the country under the Advice Plus funding stream
- At Access Lancashire's request in March, he gave another presentation for thirty delegates highlighting how a quality-marked organisation such as the Helpline can secure the funds it needs to continue operating.

## **West Lancs Disability Helpline Limited** **Trustees Report for the year ended 31<sup>st</sup> March 2008**

### **Office accommodation**

In February 2008, the Board of Directors decided to move to a more central location in Skelmersdale, and agreed that the charity would move to Whelmar House in Southway, near the main shopping centre. After some minor alterations to the building, the charity relocated during mid April 2008. The charity planned the move in full consultation with the team and it took place with no disruption in services. The Helpline has noted within a few weeks of the move an increase in enquiries

### **Future developments**

As a result of receiving the award of £500,000 Big Lottery Fund, the team needs to decide its long-term strategy to enable us to continue at the end of the five years. In particular, we need to train volunteers to take on work presently performed by employees, and to attract funds from a variety of other sources.

Various training providers will continue to deliver packages of courses, including those that staff and volunteers stated they wished to attend and general training courses to assist in the development of the service and to keep abreast of changes in the law. Two volunteers expect to succeed in their NVQ Level 3 Advice & Guidance courses in 2008.

The Chartered Management Institute will assess the Manager for upgrading his membership to fellow.

### **The key objectives of our new five-year Strategic Business Plan**

- 10,715 people with disabilities of all ages & carers will receive their welfare benefits entitlement 82% faster, estimated at £6,350,000
- 5,180 new clients in the 3 most deprived wards will have greater access to advice & support services aimed at improving their health
- Up to 250 DIAL UK & 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 be increased to 10 at the end of 5 years, supported by resources from other funding sources.

### **Income generation**

The charity's income in the year was £166,539. The charity thanks all its supporters for their work and generosity.

### **Financial review**

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

The charity's Balance Sheet on page 9 shows the position with net assets amounting to £41,147. This consists of restricted funds of £11,230 relating to specific projects and unrestricted general funds of £29,917 for the day-to-day general running of the charity. As at the end of the year the charity had more than one hundred 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 approximately three months' expenditure. At this level the Directors feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding, and that this would provide them with sufficient funds to cover management and administration costs.

At present, unrestricted general funds, which amounted to £29,917 at the end of the year, do not reach the target level and the Directors will continue to investigate ways to generate additional funds.

**West Lancs Disability Helpline Limited**  
**Trustees Report for the year ended 31<sup>st</sup> March 2008**

The Directors' 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 Directors actively, once each year, review the major risks that West Lancs Disability Helpline faces. They believe that increasing the charity's free reserves to three months will provide sufficient resources in the event of adverse conditions and thus will lessen these risks.

The Directors 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.

After the Manager attended an Institute of Environmental Health accredited course, he reported to the Board on risk assessment principles. The skills he acquired will continue to inform future considerations of risk.

**Responsibilities of the Board**

Company and charity law require the Directors 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 Directors 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 Directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 1985 and the Charities Act 1993. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

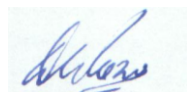
The directors have taken advantage of special exemptions conferred by Part VII of the Companies Act 1985 applicable to small companies in the preparation of the accounts and have done so on the grounds that, in their opinion, the charitable company is entitled to those exemptions.

**Reporting Accountants**

The firm of Collins & Co have offered themselves for re-appointment as reporting accountants to the charity, and the Board will put to the Annual General Meeting in September a resolution proposing that they be re-appointed.

**Approval**

The Board of Directors approved this report on 15<sup>th</sup> July 2008 and David Roscoe signed on its behalf.



David Roscoe  
Director

**West Lancs Disability Helpline Limited**  
**Report of the independent Reporting Accountants to the members of West Lancs Disability Helpline**  
**Limited for the year ended 31<sup>st</sup> March 2008**

We report on the accounts for the year ended 31st March 2008 set out on pages 8 to 14.

**Respective responsibilities of directors and reporting accountants**

As described on page 6 the company's directors are responsible for the preparation of the accounts, and they consider that the company is exempt from an audit. It is our responsibility to carry out procedures designed to enable us to report our opinion.

**Basis of opinion**

Our work was conducted in accordance with the Statement of Standards for Reporting Accountants, and so our procedures consisted of comparing the accounts with the accounting records kept by the company, and making such limited enquiries of the officers of the company, as we considered necessary for the purposes of this report. These procedures provide only the assurance expressed in our opinion.

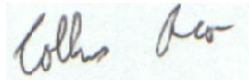
**Opinion**

In our opinion:

- (a) the accounts are in agreement with the accounting records kept by the company under section 221 of the Companies Act 1985;
- (b) having regard only to, and on the basis of, the information contained in those accounting records:
  - (i) the accounts have been drawn up in a manner consistent with the accounting requirements specified in section 249C(6) of the Act; and
  - (ii) the company satisfied the conditions for exemption from an audit of the accounts for the year specified in section 249A(4) of the Act as modified by section 249A(5) and did not, at any time within that year, fall within any of the categories of companies not entitled to the exemption specified in section 249B(1).

Collins & Co.  
Chartered Accountants  
73A New Court Way  
Ormskirk  
Lancashire  
L39 2YT

15<sup>th</sup> July 2008



**West Lancs Disability Helpline Limited**  
**Statement of Financial Activities (including Income and Expenditure Account) for the year ended 31<sup>st</sup>**  
**March 2008**

<b>Income and Expenditure</b>	Note	Total funds 2006/07 £	Restricted funds £	Unrestricted funds £	Total funds 2007/08 £
<b>Income</b>					
Income from generated funds					
Voluntary donations, etc.	2	57,140	23,055	2,872	25,927
Fund-raising activities	3	636	0	358	358
Investment income (Bank interest)		1,236	0	2,475	2,475
Income from charitable activities	4	119,519	94,554	43,225	137,779
<b>Total Income</b>		<b>178,531</b>	<b>117,609</b>	<b>48,930</b>	<b>166,539</b>
<b>Expenditure</b>					
<i>Employee costs</i>					
Payroll	5	108,518	72,732	45,723	118,455
Recruitment		0	1,400	74	1,474
Training, travelling, Health & Safety		3,371	1,201	290	1,491
<i>Office costs</i>					
Office rent, and minor repairs	7	15,324	17,132	519	17,651
Computing costs		13,575	6,483	0	6,483
Furniture and equipment		831	725	0	725
Publicity, stationery, etc.		5,719	2,409	1,239	3,648
Communications – Postage and telephone		4,960	2,971	2,320	5,291
Insurance		1,669	0	1,223	1,223
Other office costs		167	0	29	29
<i>Volunteers expenses</i>					
Training and meetings		208	0	638	638
Travel		2,847	4,428	0	4,428
<i>Governance</i>					
Trustee travel expenses	6	313	234	35	269
Company registration fee, etc.		94	0	61	61
Fees for financial services	8	958	574	562	1,136
<b>Total Expenditure</b>		<b>158,554</b>	<b>110,289</b>	<b>52,713</b>	<b>163,002</b>
<b>Net (expenditure)/income and net movement in funds for the year</b>		<b>19,977</b>	<b>7,320</b>	<b>(3,783)</b>	<b>3,537</b>
Funds brought forward		17,633	3,910	33,700	37,610
<b>Total funds carried forward</b>		<b>37,610</b>	<b>11,230</b>	<b>29,917</b>	<b>41,147</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 2007

**West Lancs Disability Helpline Limited**  
**Balance Sheet as at 31<sup>st</sup> March 2008**

	Note	Total funds March 2007 £	Restricted funds £	Unrestricted funds £	Total funds March 2008 £
Current assets					
Debtors	10	150	0	219	219
Cash at bank and in hand	11	57,950	28,930	39,877	68,807
<i>Total of current assets</i>		<i>58,100</i>	<i>28,930</i>	<i>40,096</i>	<i>69,026</i>
Creditors: -					
- Amounts falling due within one year	12	(20,490)	(17,700)	(10,179)	(27,879)
<b>Net current assets</b>		<b>37,610</b>	<b>11,230</b>	<b>29,917</b>	<b>41,147</b>
<b>Net assets</b>		<b>37,610</b>	<b>11,230</b>	<b>29,917</b>	<b>41,147</b>
Funds	15				
Restricted funds		3,910	11,230	0	11,230
Unrestricted funds					
General funds		33,700	0	29,917	29,917
<b>Total funds</b>		<b>37,610</b>	<b>11,230</b>	<b>29,917</b>	<b>41,147</b>

The directors have taken advantage of the Companies Act 1985 by not having these accounts audited under Section 249A(2) (partial exemption).

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

As directors of the company we confirm that we acknowledge our responsibilities for:

1. ensuring that the company keeps accounting records which comply with Section 221, and
2. preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the year then ended in accordance with the requirements of Section 226 and which otherwise comply with the provisions of the Companies Act relating to financial statements, so far as applicable to the company.

The Board of Directors approved these accounts on 15<sup>th</sup> July 2008 and Peter Rouse signed on their behalf.



Peter Rouse  
Director

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 2008**

**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 Companies Act 1985.

**(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 either: -

- 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; and
- Unrestricted general funds - these are funds that we can use in accordance with the charitable objects at the discretion of the Directors

There is an explanation of the nature and purpose of each fund in note 15 on page 14.

**(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 on page 14 for more details].

**West Lancs Disability Helpline Limited**  
Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2008

**2) Donations and similar incoming resources**

	Total funds 2006/07 £	Restricted funds £	Unrestricted funds £	Total funds 2007/08 £
Individuals	415	0	1,165	1,165
Access to Work	0	799	0	799
Alchemy Foundation	500	0	1,000	1,000
Baily Thomas Charitable Fund	0	2,000	0	2,000
Clothworkers' Foundation	8,500	0	0	0
Community Foundation for Merseyside	7,000	0	0	0
Cooperative Foundation	12,000	0	0	0
Grants for Growth	6,000	0	0	0
HBOS Community Foundation	0	4,500	0	4,500
HealthSure	500	0	0	0
Hedley Foundation	2,000	0	0	0
Inman Charity Trustees	3,000	0	0	0
John Lewis Fellowship	0	750	0	750
John Moores Foundation	5,225	5,666	0	5,666
Lloyds TSB Foundation	9,000	9,340	0	9,340
Lord Lieutenant of Lancashire	1,000	0	0	0
Rainford Trust	0	0	500	500
Red Rose Charitable Trust	2,000	0	0	0
West Lancs Association of Disabled People	0	0	207	207
<b>Total donations and similar income</b>	<b>57,140</b>	<b>23,055</b>	<b>2,872</b>	<b>25,927</b>

**3) Fund-raising activities**

	Total funds 2006/07 £	Restricted funds £	Unrestricted funds £	Total funds 2007/08 £
Sale of goods	81	0	73	73
Collections and other minor items	555	0	285	285
<b>Total fundraising and other activities</b>	<b>636</b>	<b>0</b>	<b>358</b>	<b>358</b>

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

	Total funds 2006/07 £	Restricted funds £	Unrestricted funds £	Total funds 2007/08 £
Big Lottery Fund	77,613	96,822	0	96,822
Central Lancashire Primary Care Trust	16,400	0	16,810	16,810
Lancashire County Council	20,989	0	20,989	20,989
West Lancashire District Council	5,237	0	5,426	5,426
Sub-total	120,239	96,822	43,225	140,047
Add Income deferred from earlier years	17,615	13,087	5,248	18,335
Less: Income deferred until later years	(18,335)	(15,355)	(5,248)	(20,603)
<b>Total income from charitable activities</b>	<b>119,519</b>	<b>94,554</b>	<b>43,225</b>	<b>137,779</b>

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2008**

**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 –

	2006/07	2007/08
	£	£
Staff salaries	94,351	103,571
Social security costs	8,462	8,833
Staff pensions	5,705	6,051
<b>Total cost of payroll</b>	<b>108,518</b>	<b>118,455</b>

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

	2006/07	2007/08
Helpline services	2.8	2.9
Management	1.8	1.7

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

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

	2006/07	2007/08
Number of Directors reimbursed	Three	Two
Expenses paid to Directors		
As Directors	248	120
As volunteer Helpline desk advisors	65	149
<b>Total payments to Directors</b>	<b>313</b>	<b>269</b>

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

**7) Office accommodation**

	2006/07	2007/08
	£	£
Rent of office (*)	14,713	16,668
Utilities – cleaning, fuel, water, security	0	781
Minor alterations to rooms	611	7
Rent of outstations	0	195
<b>Total cost of office accommodation</b>	<b>15,324</b>	<b>17,651</b>

As part of the rent that we paid to CVS for the office in Westgate we were entitled to the use of meeting rooms in the building on several occasions each year. We made use of these sessions for our AGM, meetings of the Board, and meetings of the Team – including ongoing training.

At the end of the calendar year 2007 the CVS moved from Westgate, and the Disability Helpline rented the office directly from West Lancashire District Council

The charity will be renting new premises from April 2008 that will not have any additional space for such meetings. We may be able to arrange training for small groups of people in the open plan area, but will need to find alternative accommodation for our Annual General Meeting, and for meetings of large groups of people.

In preparation for this move, the charity incurred a Capital Commitment of £10,846 for alterations to the offices

From August 2007 under the Advice Plus Lottery Scheme, we started to take the Helpline to “Outstations” in Aughton & Downholland, Banks, and Ormskirk

## West Lancs Disability Helpline Limited

Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2008

### 8) Fees for financial services

	2006/07	2007/08
	£	£
Hollows & Hesketh - Preparation of Payroll	407	574
Collins & Co - Reporting Accountant	551	562
<b>Total fees for financial services</b>	<b>958</b>	<b>1,136</b>

### 9) Taxation

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

### 10) Debtors and Prepayments

	Total funds 2006/07	Restricted funds	Unrestricted funds	Total funds 2007/08
	£	£	£	£
Debtors	150	0	219	219
Prepayments	0	0	0	0
<b>Total debtors</b>	<b>150</b>	<b>0</b>	<b>219</b>	<b>219</b>

### 11) Cash balances

	Total funds 2006/07	Restricted funds	Unrestricted funds	Total funds 2007/08
	£	£	£	£
Cash at Bank				
Deposit Account	49,791	15,356	52,604	67,960
Current Account	8,059	13,574	(12,827)	747
	<b>57,850</b>	<b>28,930</b>	<b>39,777</b>	<b>68,707</b>
Cash in Hand	100	0	100	100
<b>Total Cash</b>	<b>57,950</b>	<b>28,930</b>	<b>39,877</b>	<b>68,807</b>

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

	Total funds 2006/07	Restricted funds	Unrestricted funds	Total funds 2007/08
	£	£	£	£
Creditors – General	1,095	2,344	579	2,923
Creditors – Social Security costs	0	0	2,457	2,457
Accrued expenses	1,060	0	1,895	1,895
Deferred income (Note 13)	18,335	15,356	5,248	20,604
<b>Total creditors</b>	<b>20,490</b>	<b>17,700</b>	<b>10,179</b>	<b>27,879</b>

### 13) Deferred income

	Total funds 2006/07	Restricted funds	Unrestricted funds	Total funds 2007/08
	£	£	£	£
Brought forward at 1 <sup>st</sup> April	17,615	13,087	5,248	18,335
Amount deferred in year	18,335	15,356	5,248	20,604
Released to statement of financial activities	(17,615)	(13,087)	(5,248)	(18,335)
<b>Balance at 31<sup>st</sup> March</b>	<b>18,335</b>	<b>15,356</b>	<b>5,248</b>	<b>20,604</b>

Deferred income represents donations and grants that the donor has specified must be used in future accounting periods.

### 14) Legal status of the charitable company

West Lancs Disability Helpline Limited is a company limited by guarantee and has no share capital. In the event of our having to wind up the company, the liability of each member is limited to £10.

**West Lancs Disability Helpline Limited**  
**Notes forming part of the financial statements for the year ended 31<sup>st</sup> March 2008**

<b>15) Statement of funds</b>	At 1 <sup>st</sup> April 2007	Incoming	Outgoing	At 31 <sup>st</sup> March 2008
	£	£	£	£
<u>Restricted funds</u>				
Salaries and Expenses Fund	0	17,006	(17,006)	0
Big Lottery Fund				
“Old” scheme – TR/1/01035124	949	39,410	(40,172)	187
“New” scheme – AP/1/010234433	0	55,145	(50,221)	4,924
Website Fund	357	0	(357)	0
Equipment Fund	2,604	6,049	(2,534)	6,119
<i>Total restricted funds</i>	<b>3,910</b>	<b>117,610</b>	<b>(110,290)</b>	<b>11,230</b>
<u>Unrestricted funds</u>				
General Funds	33,700	48,930	(52,713)	29,917
<i>Total unrestricted funds</i>	<b>33,700</b>	<b>48,930</b>	<b>(52,713)</b>	<b>29,917</b>
<b>Total funds</b>	<b>37,610</b>	<b>166,540</b>	<b>(163,003)</b>	<b>41,147</b>

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

*Big Lottery Fund*  
~ Reference TR/1/010135124

This was a grant, over three years from September 2004 to August 2007. It met the salaries of two full-time welfare benefits advisers, an information officer, plus associated costs – in particular the video-conferencing facility. The small balance remaining on this fund will contribute towards the expenses of volunteers in 2008/09.

~ Reference AP/10101234433

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

*Website Fund* - This represents donations received to pay for the development and maintenance of a website promoting the activities of the charity.

*Equipment Fund* - This represents donations received to fund the cost of new fixtures, fittings and equipment. The balance on this fund will contribute towards the furnishing of our new office

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

## **16) Pension commitments**

The charity operates a defined contribution pension scheme for the 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.

There were no unpaid contributions due to financial institutions at March 2007, or at March 2008.