

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

Contents	Page
Legal and administrative information	1
Trustees Report and Statement of Trustees Responsibilities	2 - 7
Auditors Report	8 - 9
Statement of Financial Activities	10
Balance Sheet	11
Notes forming part of the financial statements	12 - 16

Legal and administrative information

Board of Directors	Patrick Fenlon [Chairman] (Appointed 29/10/03) Robert Dolan [Former Treasurer] (Appointed 29/10/03) Peter Rouse CPFA [New Treasurer] (Appointed 20/10/04) Kim Baker (Appointed 29/10/03) Suzanne Blundell (Appointed 29/10/03) Barrie Moreton (Appointed 29/10/03, resigned 20/07/04) David Roscoe (Appointed 29/10/03) Barbara Townley (Appointed 29/10/03) David Winrow (Appointed 29/10/03, resigned 14/04/04) Robert Dolan continues as a Director, but has handed to Peter Rouse the role of Treasurer and will continue to assist as required.
Company Secretary	Alice Evans
Registered Charity	1102257
Registered Company	4946820 (England and Wales)
Manager	Tony Lewis BA (Hon's) MCMi MSc
Registered Office	49 Westgate, Sandy Lane Centre, Skelmersdale, Lancashire. WN8 8LP.
Auditors	Sawyer Quine & Co, Chartered Certified Accountants, Registered Auditors, 113 New Court Way, Ormskirk, Lancashire. L39 2YT.
Bankers	Alliance & Leicester Commercial Bank plc, Bootle, Merseyside. L30 4GB.

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

Trustees Report for the period

The Trustees, who are also Directors of the charity for the purposes of the Companies Act, are pleased to present their first report together with the financial statements of the charity for the period 29th October 2003 to 31st March 2005. The date of incorporation of the company was 29th October 2003, but the Board of Trustees of the former charitable trust (registered charity number 510860) decided to start operating as a company from 1st July 2004. As at 30th June 2004 the trust closed and transferred all its assets and liabilities to this new company. These first results are, therefore, for a period of nine months ending 31st March 2005. Future results will be for a full twelve months each.

The legal and administrative information that we set out on page one 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 October 2000. Where possible we have also taken account of the new SORP.

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 23rd October 2003.

The main objective of the organisation is to promote the relief of all disabled persons principally within West Lancashire and to assist those persons by the provision of a direct information and advice service.

Accounting reference date

The company took over from West Lancashire Disability Helpline charitable trust (registered charity number 510860) at the close of business on 30th June 2004 and all the assets and liabilities of the trust were transferred to the new company.

The accounting reference date for the company will be 31st March in each year. As the charitable trust operated until 30th June 2004, these first results are for a period of nine months only.

Organisation

The Trustees named on page one have served during the period. In accordance with the Articles of the company, all the Directors retired at the first Annual General Meeting held on 19th January 2005 and the members re-elected them. At each future Annual General Meeting one third of the Directors are to retire. 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.

During the period the Board of Trustees, who administer the charity, met on ten occasions.

The charity is a voluntary body run by a Board of Directors, elected by the members in General Meeting, and is composed principally of disabled people. Approximately fifteen volunteers with disabilities or a knowledge of disability and five paid employees staff the Helpline.

Investment powers

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

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

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

During the period 29th October 2003 to 31st March 2005, there have been many developments, activities, achievements, and forward thinking within the West Lancs Disability Helpline Limited.

At the start of the period, Trustees launched a new three-year Business Plan with seven objectives, after the whole team attended a hugely successful Strategy Day in 2003. The team needed a new Business Plan as the former had served its purpose by achieving all nine of its objectives on schedule earlier that year.

During the period, the Helpline's advisers responded to a total of 4,547 enquiries from 3,147 clients. Our small welfare benefits team generated the remarkable amount of £1,234,475 in welfare benefits income for vulnerable people in need suffering from financial hardship and poverty. This increased income was achieved as a result of our team form-filling for clients, undertaking welfare benefits checks and accompanying clients at tribunals.

The Helpline secured a new three-year service level funding agreement from Lancashire County Council Social Services, an indication of how strongly it values its partnership with the Helpline in the context of helping the County Council to realise four of its seven corporate objectives.

The Helpline also secured another three-year service level funding agreement with West Lancashire District Council, helping it to meet four of its eight commitments in its Best Value Performance Plan. This commitment shows the extent of the District Council's appreciation of its partnership with the Helpline as a key value for money provider.

The Helpline's Trustees have continued to work closely with West Lancashire Primary Care Trust, in the context of our welfare benefits advisers generating previously unclaimed welfare benefits income for our clients.

The Helpline is a user-led organisation. Trustees are strong advocates of considering clients' views during the planning of services. This is achieved by a computer program selecting clients at random to answer questionnaires. For example, while praising the quality of the service, clients asked if appointments' waiting times could be reduced. Other clients asked if the experience of attending welfare benefits tribunal hearings could be less of a traumatic experience.

Vulnerable house bound clients clearly valued the welfare benefits' home visiting service helping to alleviate their needs. However, clients asked if it would be possible to have a printed record of their entitlements for their retention, detailing the welfare benefits that they could claim.

In response to clients' needs, Trustees and the Manager decided to submit a bid to the Big Lottery Fund to expand the service so as further to ease the plight of clients suffering hardship as a result of their economic and physical circumstances.

Evidence was used to sound effect to highlight the need for this project; such as West Lancashire including four of the most economically deprived wards and disadvantaged communities in the country. The bid was submitted in January 2004. The successful outcome of the Helpline's new three-year Big Lottery Fund grant of £257,909 was relayed to Trustees in May 2004.

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

This will fund two full-time welfare benefits advisers for three years, with increased administrative support, helping to reduce appointments' waiting times for clients. A new part-time information research officer was also recruited for information provision, publicity and to assist with training the volunteers. A new notebook with a printer was acquired for the welfare benefits team to take to house bound clients' homes; undertaking welfare benefits checks to leave a printout for clients detailing their entitlements.

The final element in the grant was a video-conferencing facility in the office to enable clients with representation of welfare benefits advisers to video link with a tribunal panel for their appeals. This choice will offer clients a less traumatic experience, as they will be in the familiar surroundings of the Helpline when their tribunals are heard. The Helpline is the only advice provider in West Lancashire that offers this facility.

Furthermore, using this forward thinking technology from the office will eliminate unnecessary travelling time for staff accompanying clients to a hearing in Liverpool, helping us to meet previously unmet need. Travelling expenses may also be saved. The innovative technology will also be environmentally friendly. In accordance with our mission statement offering clients choices, clients may still opt for attending a tribunal in person.

As the new staff members were recruited during the late summer, the Helpline also achieved its fourth quality mark with the disability ticks symbol. This is concerned with best practices in the recruitment and retention of people with disabilities. The Helpline is now recognised nationally and regionally four times over as a high quality information and advice-giving organisation. The other three quality awards are the LDIF Core Standards, the DIAL UK Quality Mark and the CLS Quality Mark at General Help Level.

The new Business Plan's seven objectives were evaluated by the team during the 2004 Strategy Day in September. It was agreed that three have already been met on schedule. For example, securing funding for new three-year projects, the establishment of sub groups, such as marketing to raise the Helpline's profile and the monitoring of response times for clients. The upbeat mood of the team during the 2004 Strategy Day was confident in that the remaining four objectives would be met as scheduled during the next two years.

Volunteers and staff

The Helpline is very much a learning organisation - strongly encouraging its team to learn new skills and knowledge at a faster pace than change to keep abreast of new developments. Team members attended courses such as time management, listening skills, assertiveness training, communication skills, basic accounting, stress management, first aid, the Disability Discrimination Act, welfare benefits form-filling, the European Computer Driving Licence, customer care, dealing with aggression and using MS Dreamweaver MX for updating the Helpline's web site.

The Trustees are pleased to acknowledge the unstinting endeavours of our volunteers who perform various tasks, such as providing general information and advice to clients by telephone, in person and by outreach. Other volunteers undertook welfare benefits case work, giving clients moral support and also technical expertise with the preparation of cases when accompanying clients to tribunals. We estimate that over twenty volunteers provided around some 6,500 hours during the period. The value of this volunteer in kind time, valued conservatively, dependent upon the job type - is worth over £60,000.

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

The Manager holds regular team meetings of the volunteers and paid staff once every two months to provide information and to consult the team on matters of interest. In accordance with our four quality marks we have policies in force covering Equal Opportunities, Health & Safety, as well as caring for volunteers and staff initiatives.

Four new volunteers received thorough in-house on the job induction training consisting of interviewing skills, active listening skills, greeting skills, computer-based information systems and a welfare benefits overview.

Several Trustees have continued to hold directorships on other charities such as local Councils for Voluntary Service and other disability-related groups. This has further strengthened the Helpline as sound governance practices and knowledge of other organisations may then be shared. Although the Helpline is unique in West Lancashire, it is by no means an isolated organisation. This is because it holds memberships of several national and regional organisations and team members attend regional and national events. The Manager has continued as a Trustee of four local charities including the Council for Voluntary Service West Lancashire.

The Trustees have continued to be a very firm supporter of continuing professional development. For example, encouraging the Manager to graduate during August 2004 with his MSc in Management Development, further strengthening the structure and management of the organisation. Three modules, the management of change, partnership-working and project management were particularly useful in strengthening the Manager's contribution to the Helpline.

Two of the Helpline's welfare benefits advisers started their advice studies degrees during September 2004, reinforcing and widening their knowledge for the good of clients and the organisation. They also completed their video-conferencing training for clients' tribunals with the personal tuition of the former BBC entertainer and broadcaster Noel Edmonds, who has an interest in the technology.

Future developments

The Helpline has grown enormously successfully during recent years and is now very much respected as a leader in provision of high quality information and advice within the community; quality being sustained alongside ongoing expansion of services.

We are set to achieve the other four objectives of the new three-year Business Plan during the following two years. One example is the expansion of the outreach project, and we will evaluate this during a team meeting in August 2005. As 2005 is the Year of the Volunteer we will finalise the new training plan for the team, with special emphasis upon volunteers.

A package of various courses such as team building, communication skills, telephone techniques, welfare benefits overviews and general Helpline refresher training will take place during 2005. These courses will enable fully trained and skilled volunteers to improve their service delivery thus also improving the quality of clients' lives.

The Manager will continue to refine his skills by completing courses such as Health and Safety and public speaking as well as attending Chartered Management Institute workshops. He will be studying for his Chartered Institute of Personnel and Development examinations in October 2005, as part of his application to upgrade from licentiate to full member. More knowledge and expertise will then be brought to the Helpline by his completion of HR modules from employment law to international human resources.

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

The welfare benefits advisers will continue to attend appropriate courses to keep them abreast of changes in the law and will continue to attend events to share best practice issues in welfare benefits case work.

A newsletter for members produced by the information research officer will be launched in the near future, which will keep members informed of progress in the Business Plan, training course details and other relevant information. An update on MS Dreamweaver MX training will also be given to the information research officer for the maintenance and further development of the Helpline's web site.

A Strategy Day for 2005 is scheduled for September. Directors, volunteers and staff will meet to evaluate the Business Plan and to discuss ways in which this impressive progress can be sustained, in the context of securing continued funding for the projects after 2007.

Income generation

The charity's income in the first period of operating as a company was £132,132. The charity thanks all its supporters for their work and generosity.

Business review

The results for the period are shown in the Statement of Financial Activities on page ten.

The charity's Balance Sheet as detailed on page eleven shows the position with net assets amounting to £15,967. This consists of restricted funds of £1,201 relating to specific projects and unrestricted general funds of £14,766 for the day-to-day general running of the charity. As at the period end the charity had approximately fifteen funding applications pending requesting funding for the building up of the unrestricted general funds.

Reserves policy

It is the policy of West Lancs Disability Helpline Limited to attempt to maintain, as a minimum, unrestricted general funds, which are the free funds of the charity, at a level that equates to approximately three months expenditure. At this level the Trustees feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding, and that this would provide them with sufficient funds to cover management and administration costs.

At present, unrestricted general funds, which amounted to £14,766 at the period end, do not reach the target level and the Trustees are considering ways in which additional funds will be raised.

The Trustees policy, therefore, is to build up funds to the required level by means of annual surpluses, sound management of investment assets and, also, by maintaining a vigorous fundraising, publicity and marketing campaign to promote the charity.

Risk assessment

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

The Trustees have implemented a risk management strategy, which comprises: -

- An annual review each winter of the risks that West Lancs Disability Helpline Limited may face;
- The establishment of systems and procedures to lessen those risks; and

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

- The implementation of procedures designed to minimise any potential impact on the charity should any of those risks become apparent.

The Manager has recently attended an Institute of Environmental Health accredited risk assessment principles and practice course and given a report to the Trustees. This will inform future considerations of risk.

Governance

The members of the company elect the Directors at the Annual General Meeting, and after the first year one third of the Directors will retire each year by rotation.

Statement of Trustees Responsibilities

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

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

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

Auditors

The auditors, Sawyer Quine & Co, have offered themselves for re-appointment as auditors to the charity.

Approval

The Board of Directors approved this report on 13th July 2005 and Patrick Fenlon signed on its behalf.

Patrick Fenlon
Director

Independent Auditors Report to the members of West Lancs Disability Helpline Limited

We have audited the financial statements of West Lancs Disability Helpline Limited for the period ended 31 March 2005, which comprise the Statement of Financial Activities, the

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

Balance Sheet and the related notes. These financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

This report is made solely to the charitable company's Trustees, as a body, in accordance with section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charitable company's Trustees those matters we are required to state to them in an Auditors Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective Responsibilities of the Trustees and Auditors

The Trustees, who are also the Directors of West Lancs Disability Helpline Limited for the purposes of company law, responsibilities for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, are set out in the Statement of Trustees Responsibilities. Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and United Kingdom Auditing Standards.

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Trustees Report is not consistent with the financial statements, if the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding Trustees remuneration and transactions with the charitable company is not disclosed.

We are not required to consider whether the statement in the Trustees Report concerning the major risks to which the charitable company is exposed covers all existing risks and controls, or to form an opinion on the effectiveness of the charitable company's risk management and control procedures.

We read other information contained in the Trustees Report, and consider whether it is consistent with the audited financial statements. We consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information.

Basis of Opinion

We conducted our audit in accordance with United Kingdom Auditing Standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the Trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

Independent Auditors Report to the members of West Lancs Disability Helpline Limited

Basis of opinion (continued)

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance as to whether the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming an opinion

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion, the financial statements give a true and fair view of the state of the charitable company's affairs as at 31 March 2005, and of the charitable company's incoming resources and application of resources, including the charitable company's income and expenditure, for the period then ended and have been properly prepared in accordance with the Companies Act 1985.

Sawyer Quine & Co
Chartered Certified Accountants

Registered Auditors
 113 New Court Way
 Ormskirk
 Lancashire
 L39 2YT

Dated: -

**Statement of Financial Activities (including Income and Expenditure
 Account) for the period 29th October 2003 to 31st March 2005**

Income and Expenditure	Note	Restricted funds	Un- restricted funds	Total funds
		£	£	£
Income				
Income from generated funds				
Voluntary donations, etc.	2	16,083	15,040	31,123
Fund-raising activities	3	0	140	140
Investment income (Bank interest)		0	882	882
Registered Charity 1102257	Page 9 of 16		Registered Company 4946820 (England and Wales)	

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

Income from charitable activities	4	70,446	29,541	99,987
Total Income		86,529	45,603	132,132
Expenditure				
<i>Employee costs</i>				
Payroll	6	58,173	12,415	70,588
Recruitment		998	0	998
Training and travelling		658	42	700
<i>Office costs</i>				
Office rent, and minor repairs	5	8,364	3,091	11,455
Publicity, stationery, etc.		3,109	2,096	5,205
Communications – Postage and telephone		2,538	3,496	6,034
Computing costs		3,177	698	3,875
Furniture and equipment		13,701	3,478	17,179
Insurance		534	736	1,270
Other office costs		0	119	119
<i>Volunteers expenses</i>				
Training and meetings		0	233	233
Travel		2,906	0	2,906
<i>Governance</i>				
Trustee travel expenses		126	0	126
Company formation, registration fee, etc.		0	205	205
Auditor remuneration	5	0	1,670	1,670
Total Expenditure		94,284	28,279	122,563
Net (expenditure)/income and net movement in funds for the period	5	(7,755)	17,324	9,569
Funds transferred from charitable trust		8,956	(2,558)	6,398
Total funds at 31st March 2005		1,201	14,766	15,967

The Statement of Financial Activities contains all gains and losses recognised in the period.

All incoming resources and resources expended derive from continuing activities.

The accompanying accounting policies and notes form an integral part of these financial statements.

Balance Sheet as at 31st March 2005

	Note	Restricted funds	Un- restricted funds	Total funds
		£	£	£
Current assets				
Debtors (Prepayments and accrued income)		607	92	699
Cash at bank and in hand		16,640	21,966	38,606
<i>Total of current assets</i>		<i>17,247</i>	<i>22,058</i>	<i>39,305</i>

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

Creditors: -				
amounts falling due within one year	8	(16,046)	(7,292)	(23,338)
Net current assets		1,201	14,766	15,967
Net assets		1,201	14,766	15,967
Funds	11			
Restricted funds		1,201	0	1,201
Unrestricted funds				
General funds		0	14,766	14,766
Total funds		1,201	14,766	15,967

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.

The Board of Directors approved these accounts on 13th July 2005 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
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

Notes forming part of the financial statements for the period

1.0 Accounting policies

1.1 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 2000) issued in October 2000 and the Companies Act 1985. Where possible we have also taken account of the new SORP.

1.2 Incoming resources

We receive voluntary income by way of donations and include it in full in the Statement of Financial Activities when receivable.

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 incoming resources in the period for which it has been received.

We show income from fundraising ventures gross, and any associated costs as fundraising costs.

We account for investment income (interest on bank deposits) as we receive it.

1.3 Resources expended

We include resources expended in the Statement of Financial Activities on an accruals basis, inclusive of any value added tax, which we cannot recover.

Certain expenditure refers to specific activities and we include it in those cost categories. We apportion certain other costs, which we attribute to more than one activity, across cost categories based on the estimated amount attributable to that activity in the period. We base these estimates on staff time or the floor area as appropriate.

1.4 Assets policy

We write off to revenue all capital assets that we purchase in the period.

1.5 Fund accounting

The funds that the charity holds are either: -

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

There is an explanation of the nature and purpose of each fund in the notes to the financial statements.

Notes forming part of the financial statements for the period

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

1.6 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 period. [Please see note 12 on page 16 for more details].

2.0 Donations and similar incoming resources

	Restricted funds £	Unrestricted funds £	Total funds £
Individuals	0	340	340
Alchemy Foundation	0	500	500
Bailey Thomas Charitable Fund	916	0	916
Bank of England	500	0	500
Comic Relief	0	5,000	5,000
D'Oyly Carte Charitable Trust	2,000	0	2,000
HBOS Community Foundation	1,000	0	1,000
JMC Partners Ltd	0	200	200
John Moores Foundation	1,167	0	1,167
Lloyds TSB Foundation	4,500	0	4,500
Local Network Fund	5,000	0	5,000
Rainford Trust	1,000	0	1,000
Rowan Charitable Trust	0	3,000	3,000
SCOPE	0	6,000	6,000
Total donations and similar incoming resources	16,083	15,040	31,123

3.0 Fund-raising activities

	Restricted funds £	Unrestricted funds £	Total funds £
Sale of goods	0	118	118
Collections	0	22	22
Total fundraising and other activities	0	140	140

4.0 Income from charitable activities

	Restricted funds £	Unrestricted funds £	Total funds £
Grants for the provision of Helpline services: -			
Big Lottery Fund	85,094	0	85,094
Lancashire County Council	0	20,036	20,036
West Lancashire District Council	0	3,750	3,750
West Lancashire Primary Care Trust	0	10,764	10,764
Sub-total	85,094	34,550	119,644
Less: Income deferred until 2005/2006	(14,648)	(5,009)	(19,657)
Total income from charitable activities	70,446	29,541	99,987

Notes forming part of the financial statements for the period

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

5.0 Net movement in funds

The net movement in funds for the period is after charging: -

	£	£
Directors emoluments and other benefits etc (Note 6.0)		0
Staff salaries and costs (Note 6.0)		70,588
Office rent and minor repairs		11,455
Rent of office (*)	10,530	
Alterations to room for video-conferencing	925	
Auditors remuneration		1,670
Audit services	1,500	
Preparation of payroll	170	

(*) As part of the rent that we pay for the office we are entitled to the use of meeting rooms in the building on several occasions each year. We make use of these sessions for our AGM, Strategy Days, meetings of the Board of Directors, and meetings of the Team – including ongoing training.

6.0 Staff costs and numbers

No Trustee received any remuneration in the period, the staff costs were: -

	£
Staff salaries	61,400
Social security costs	5,673
Staff pensions	3,515
Total	70,588

No employee received remuneration, including benefits, amounting to more than £50,000 in the period.

The average monthly number of staff employed by the charity during the period was as follows: -

Helpline services	2.5
Management	1.7

The Disability Helpline does not remunerate its Trustees, but reimburses out-of-pocket expenses. In the period the Helpline reimbursed four Trustees the total of £126 for travel and refreshments.

7.0 Taxation

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

8.0 Creditors: - amounts falling due within one year

	Restricted funds	Unrestricted funds	Total funds
	£	£	£
Creditors	790	741	1,531
Accrued expenses	608	1,542	2,150
Deferred income (Note 9.0)	14,648	5,009	19,657
Total creditors	16,046	7,292	23,338

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

Notes forming part of the financial statements for the period

9.0 Deferred income

	Restricted funds £	Unrestricted funds £	Total funds £
Brought forward from charitable trust	28,864	21,198	50,062
Amount deferred in period	14,647	5,009	19,656
Released to statement of financial activities	(28,864)	(21,198)	(50,062)
Balance at 31 March 2005	14,647	5,009	19,656

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

10.0 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.

11.0 Statement of funds

	Brought forward from charitable trust £	Incoming £	Outgoing £	At 31 March 2005 £
<u>Restricted funds</u>				
Salaries and Expenses Fund	0	14,583	(14,583)	0
Community Fund/Big Lottery Fund				
"Old" scheme	4,978	7,280	(12,258)	0
"New" scheme	0	63,166	(62,979)	187
Website Fund	1,055	0	(41)	1,014
Equipment Fund	2,923	1,500	(4,423)	0
Total restricted funds	8,956	86,529	(94,284)	1,201
<u>Unrestricted funds</u>				
General Funds	(2,558)	45,603	(28,279)	14,766
Total unrestricted funds	(2,558)	45,603	(28,279)	14,766
Total funds	6,398	132,132	(122,563)	15,967

West Lancs Disability Helpline Limited
Report and Financial Statements for the period 29th October 2003 to 31st March 2005

Notes forming part of the financial statements for the period

11.0 Statement of funds (continued)

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

Community Fund/Big Lottery Fund

Old Grant ~ reference MG 10005866

This was a grant over three years from September 2001 to fund the salaries of two welfare benefits advisers - one full-time and one part-time - plus associated costs. This project ended in August 2004.

New Grant ~ references M K/1/010104194 and T R/1/010135124

This represents a grant, over three years from September 2004, to fund the salaries of two full-time welfare benefits advisers, an information officer, plus associated costs – in particular the video-conferencing facility. The balance on this fund will fund the future costs of the project.

Website Fund - This represents various donations received to fund the cost of the development and maintenance of a website promoting the activities of the charity. The balance on this fund will fund future maintenance costs of the web site.

Equipment Fund - This represents various donations and grants received to fund the cost of new fixtures, fittings and equipment.

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

12.0 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.

At the Balance Sheet date unpaid contributions of £392 were due to financial institutions.

13.0 Comparative figures

As this is the first year of the Disability Helpline as a company limited by guarantee there are no comparative figures.