



Annual Report & Accounts 2013-2014

Charity registration number: 1140925

Company registration number: 07436153



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Acknowledgements

A very special thank you to our funders, without whom we could not fulfil our valuable work supporting disabled people and their families in Cornwall and the Isles of Scilly:

Lloyds Foundation for England & Wales

Trusthouse Charitable Foundation

The Clare Milne Trust

Heritage Lottery Fund

The Henry Smith Charity

The Rank Foundation

The Government Office for Disability Issues

The Quinnian Trust

Legal and administrative information

Name of charity:	Disability Cornwall and the Isles of Scilly
Charity registration number:	1140925
Company registration number:	07436153
Governing instrument:	Constitution adopted 25 April 1997, amended 30 July 2003 and 6 June 2006. Memorandum and articles of association adopted 11 November 2010
Principal address:	Units 1G/H Guildford Road Industrial Estate Guildford Road Hayle Cornwall, TR27 4QZ www.disabilitycornwall.org.uk
Auditors:	Robinson Reed Layton Peat House Newham Road Truro Cornwall TR1 2DP
Bankers:	CAF Bank Limited 25 Kings Hill Avenue West Malling Kent ME19 4JQ
Solicitors:	Michelmores LLP Woodwater House Pynes Hill Exeter EX2 5WR

Management & People

Trustees / Directors:

Steve Paget MBE	Trustee and Chair	
Pete Skea	Trustee and Vice Chair	
Trevor Bailey	Trustee and Treasurer	
Chris Jordan	Trustee	
Sharon Kilty	Trustee	
Flicka Forristal	Trustee	
Francis Rowe	Trustee	
Kenneth Lane	Trustee	
Michael Douglas	Trustee	(Resigned 13 August 2013)
Catriona Wilson	Trustee	(Resigned 22 November 2013)

Advisers:

Steve Harry
Nigel Walker
Fran Branfield

Staff:

Core Team

Sarah Braunton	Finance Assistant
Ros Ellis	Membership Secretary
Jane Johnson	Chief Executive Officer
Danielle Roberts	Administrator & Business Services Lead
Maria Tierney	Development Officer
Vaughan Temby	Community Engagement Officer

Advice Services

Theresa Court	Advice Services Manager	
Cathy Galsworthy	Parent Partnership Officer	
Gary Harfoot	DIAL Adviser	(Until March 2014)
Debbie Iles	DIAL Adviser	
Adele Nankervis	Parent Partnership Service Supervisor	

Research

Theo Blackmore	Research Manager, HLF Programme
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Online

James Burrows	Web Administrator	(Until March 2014)
Nikki Davies	Online Services Administrator	(Until March 2014)

Personal Budgets

Lynne Drew	Personal Budgets Officer	(From 10 March 2014)
Tracy Lockett	Personal Budgets Assistant	(November 2013 – February 2014)
Sharon Riley	Finance Officer & Personal Budgets Lead	
Gaynor Riley	Personal Budgets Assistant	(Until 28 October 2013)

Orthotics Service

Francine Maskell	North East Orthotics 'back office' Service Manager	
Corrine Bleazard	Orthotics Administrator	(Until March 2014)

Volunteers:

Maggie Buckingham	Parent Partnership Service Assistant
Phyllis Chapman	Admin Support
Geoff Squibb	Photographer
Murdoch & Trevithick Members	Carers News Distribution

Our Mission, Aims and Objectives

Mission Statement

To facilitate a fully inclusive society in Cornwall through empowering disabled people to achieve independence, choice and control.

Strategic Aims

To proactively work in partnership to achieve our mission.

To increase opportunities within the social, education, training and employment environments.

To challenge discrimination and inequalities.

To promote examples of good practice.

Strategic Objectives

To champion opportunities for discussion, information exchange and networking.

To act as a focus for the disability sector in Cornwall, providing a representative voice where appropriate.

To channel information, both to and from the disability sector, acting as a consultative body and a point of contact as appropriate.

To ensure representation of disabled people and their organisations on issues of importance across Cornwall.

To proactively raise awareness of issues that affect disabled people.

To involve people in opportunities that fulfil Disability Cornwall's aims and objectives.

To work in partnership with groups and organisations of disabled people and working with or for them in Cornwall.

To raise awareness and promote positive images of disability, encouraging the media and others to increase and improve their portrayal of disabled people.

Foreword

With possibly our most challenging year to date behind us we can only look ahead and hope for a more settled period. This year we appeared to be presented with one hurdle after another; while at the same time receiving a greater demand for support from our client group as they faced serious threats to their independence and wellbeing, due to the cumulative effect of welfare benefit reform, cuts to services both locally and nationally and an increased conditionality for state support. Threats to our ability to survive also hit the Charity this year as Cornwall Council withdrew historic Service Level Agreements and we fought a long battle to re-stabilise ourselves to enable us to continue to be here for the people who need us.

We anticipate further difficulties ahead as the impact on disabled people of welfare reforms continue to bite. With an election looming, we intend to maintain our representative pressure, both locally and nationally, to ensure those who govern know that disabled people cannot surrender the independence, choice and control over their lives for which we have spent so very many years trying to achieve.

This year, we continued to make effective representation on issues affecting our members locally, supported our national representatives where possible, and continued to deliver the services we are committed to provide.

I feel it only appropriate to mention our dedicated staff team, without whom we would simply be unable to continue. While we may have to lose some team members as projects come to an end and continuation funding becomes increasingly scant to source, our core team is working extremely hard to secure the organisation's future. I am and continue to be, proud to lead this organisation from board level and with the excellent leadership from our Chief Executive Officer, I am confident our future will not only be secure, but that we will grow as we increase our sustainability.

May I take this opportunity to extend my heartfelt gratitude to all those who have supported Disability Cornwall & Isles of Scilly during the past year. Our members, volunteers, funders, partners, staff and trustees – you are all part of a team ethic which will grow and continue to serve, thank you all.

Steve Paget MBE
Chair

Activities Achievements and Performance

Service	Number of people supported	Annual activity
<p>Membership</p> <p>For individual disabled people in Cornwall our membership continues to be free and at a small cost to Associate Members. This helps to ensure we are driven by the people we represent. Our Trustees are elected from our membership.</p>	<p>409 Individuals</p> <p>49 Associate organisations</p>	<p>We have not been able to do as much as we would have liked this year for our members, but we have engaged with them via occasional mail-outs, invitations to attend our AGM and opportunities to join focus groups & consultation panels. We have been able to engage more extensively with members who follow us via social networks.</p>
<p>Online Services</p> <p>Social networking is now a key communication tool for us to share information, good practice, articles of interest and to gain feedback from our client group. We remain acutely aware that only half of our members are online.</p>	<p>14,400 website visitors</p> <p>900 Facebook friends</p> <p>1,700 Twitter followers</p>	<p>Our dedicated online staff posted and tweeted items of relevance and interest on a daily basis, including legislation, welfare reform and rights based issues, petitions and campaigns. We profiled other organisations' services and events and tweeted & posted people's stories & experiences and articles of interest. We received comments and questions and responded accordingly.</p>
<p>DIAL</p> <p>Our Disability Information & Advice Line provides holistic assessment of need and supports clients with every aspect of independent living. Via telephone, email, face to face at outreaches and at Community Talks.</p>	<p>1,840 people were assisted which amounted to 2,394 enquiries</p> <p>71 people were seen at outreach venues</p> <p>9 community talks were delivered</p>	<p>We delivered advice, information and support regarding: access concerns, carers services & referrals, employment, equipment, grants & funding, independent living, health, holidays & leisure, housing, legislation, local & national groups, personal budgets, social care, transport and welfare entitlements.</p> <p>Due to funding restrictions we had to cease outreaches and community talks this year.</p> <p>We were successful with the bi-annual audit from the Advice Quality Standard.</p>

<p>Third Party Reporting Centre</p> <p>As a member of the Safer Cornwall Partnership, people can report incidences of hate crime to us. We can in turn offer support to the victims as appropriate.</p>	<p>6 people reported hate crimes</p>	<p>We were here to listen to and support the victims of abuse and hate crime. We recorded the incidents reported to us and informed the police of the individual experiences, to save individuals the time and possible distress of visiting a police station.</p>
<p>Job Club</p> <p>Weekly drop-in support clubs with a professional adviser on hand to provide practical support.</p>	<p>75 people attended the job club</p>	<p>Assistance was given to attendees in updating or preparing CVs and providing access to the internet and newspapers to search and apply for potential job opportunities.</p>
<p>Remploy</p> <p>When the Remploy factory closed in Penzance, a fund was made available to Disabled Peoples' Organisations from central government to work with the people affected.</p>	<p>15 former Remploy employees were supported</p>	<p>We provided: life coaching, CV development & confidence skills with our partner, Seahorse Associates. We and delivered workshops, sourced volunteer and employment opportunities and involved the participants with our charity's services & activities.</p>
<p>Healthwatch</p> <p>We are one of four 'expert partners' delivering Healthwatch Cornwall. Our role is to ensure people report their experiences of health and social care, both negative and positive to shape and improve service provision.</p>	<p>67 health & social care individual topics and issues reported</p>	<p>In addition to the monthly & quarterly reporting of issues and the bi-monthly steering group meetings, we were also part of two different Task Groups this year to investigate issues further. In addition, we attended local events and provided regular online updates & appeals, all to raise awareness of Healthwatch and to ensure our clients are aware of its purpose.</p>
<p>Parent Partnership Service</p> <p>We provide information, support & training for parents and carers of children with special educational needs, to enable them to make informed choices about their children's education.</p>	<p>221 parents supported</p>	<p>We supported parent carers at meetings, with correspondence, advice and advocacy and in total, 685 separate actions were taken on behalf of parents. We attended several support groups for parent carers and children at several venues across the county and hosted our own weekly support group at Paradise Park in Hayle.</p>

<p>Carers Services</p> <p>We are one of four organisations comprising the Cornwall Carers Service. Our role is to:</p> <ul style="list-style-type: none"> ➤ Produce the Carers News publication 3 times a year ➤ Provide Continuing Support to people whose caring role has changed ➤ Monitor & evaluate the entire service. 	<p>11,000 copies were mailed direct to the homes of individual carers</p> <p>87 enquiries received</p>	<p>A total of 18,000 copies produced, printed and distributed countywide. 7,000 were distributed by Carer Support Workers in their local areas across the county.</p> <p>We listened and advised carers referred for Continuing Support and provided support as appropriate.</p> <p>We shadowed the Services Manager, Carer Support Workers and observed other elements of service delivery such as the helpline, noting good practice and making recommendations for improvement where necessary, as well as attending meetings & events, all to ensure a quality service is delivered across the partner organisations for carers in Cornwall.</p>
<p>Personal Budget Support Services</p> <p>Personal budgets provide individuals with greater choice and control over how their support is delivered, who by and when.</p> <p>Our new website for employers to find Personal Assistants is: www.findmeapa.co.uk</p>	<p>140 payroll clients</p> <p>85 managed account clients</p> <p>210 employers & PAs registered</p>	<p>A monthly service to assist our clients, who are regarded as small employers, with all aspects of payroll.</p> <p>We receive and manage funds from the local authority or health on the client's behalf, maintaining all records and making all payments.</p> <p>Employers are able to find and contact PAs who are registered and available for work. They also benefit from receiving our Good Employer Toolkit.</p>

<p>Business Services</p> <p>Our primary two services are: access audit advice and consultation. Both of them help to improve access to community services and the outdoor environment.</p>	<p>4 Access Audits completed</p> <p>5 Consultation Panels or Focus Groups undertaken</p>	<p>These all comprised physical on-site visits, followed by a comprehensive report of the findings and follow-up actions to be taken by the service provider identified.</p> <p>Service providers presented their plans and/or proposed service changes to one of our pan-disability focus groups to obtain qualitative feedback, which was collated into a report for the service provider to action.</p> <p>This year, we joined the Chamber of Commerce to engage more with local businesses and delivered a presentation on what we can offer them to make their service more accessible.</p>
<p>The Warehouse</p> <p>Our contemporary conference suite is accessible and welcoming. It has good parking provision and modern equipment required for meetings & presentations.</p>	<p>53 hire sessions booked</p>	<p>Organisations using our venue included Cornwall Council's Learning Training & Development Unit who ran several courses, including Human Rights and Bereavement & Loss. Outset Cornwall run their Introduction to Enterprise from here (almost 30% of their clients have health issues or a disability) which supports people starting a business.</p>
<p>The North & East Cornwall Orthotics Appointments Service</p> <p>We run the 'back office' for this service on behalf of the Kernow Clinical Commissioning Group.</p>	<p>1,772 appointments made for 7 separate clinics</p>	<p>Our person-centred service took the bookings for clinics operating from Bude to Torpoint and ensured choice of appointments & clinic times were offered. We also prepared clinic boxes of orthotic equipment, provided a collection service for patients from their local GP Surgeries and surveyed all patients to ensure service satisfaction levels and addressed improvement opportunities whenever they were identified.</p>

<p>Sandchairs All terrain beach access wheelchairs creating access to some Cornish beaches.</p>	<p>2 chairs purchased</p>	<p>The Quinnian Trust kindly funded a further two chairs, bringing the total to 14 currently available.</p> <p>We continue our partnership with Cornwall Council who are responsible for 10 of the above chairs in terms of maintenance, insurance and placement.</p>
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Representation

As a representative organisation of disabled people, we are called upon when people experience problems and issues. They come to us through DIAL, our frontline service however, the issues reported to us often need to be referred by the Advisers for further investigation or exploratory work. They become representation or social policy issues which, by their very nature, can take a considerable amount of time and effort to resolve. Although we strive to achieve a satisfactory outcome, sometimes they do not illicit the result we, or those we represent, would ideally want to see.

Many disabled people have reported to us the difficulties they are currently facing in maintaining their independence this year, with some falling into crisis and all feeling their voices are unheard. Central Government funding cuts, local authority budget cuts and negative portrayals in the media and by national and local government, have all compounded together to leave many disabled people feeling unfairly targeted in our ‘so-called time of austerity’. It really does not feel that ‘we are all in it together’!

This year we continued to highlight this situation and worked on a national and a local level:

National: We liaised during the year with the national campaigning organisation Disabled People Against Cuts (DPAC) to ensure the voice of disabled people in Cornwall is represented at a national level.

Local: We continued to make our local MPs and Councillors aware of how the cumulative impact of welfare reform and cuts to services are negatively impacting on our members.

Aside from the pressing issues involved within the national welfare reform agenda and on a more localised level, we have also been involved in several representative and / or social policy issues this year, as follows:

Issue	Detail	Outcome
Changes to car parking	It was proposed to irrevocably change the accessible parking arrangements in the town of Looe.	We provided advice to the members who raised concerns on how they might best challenge the new provision.
The Localism Act	Following an issue we had in Cornwall where the Council was powerless to remove a Councillor who was in breach of the Code of Conduct, we pushed for changing the 'Right to Recall' part of the relevant Act for Local Councillors.	We wrote to all our MPs and the Secretary of State responsible. Favourable responses were received, which leads us to believe changes may be implemented following an appraisal of the system currently in place for MPs.
Difficulties with inclusive access	Numerous access issues were identified to us by a member regarding the new tourist attraction of Heartlands, near Redruth.	We wrote to the attraction concerned outlining our concerns. Some were deemed to be compliant, but many other issues were upheld and addressed.
Inaccessible local service	An access ramp was closed at Wetherspoons in Bodmin, due to its gradient, which meant wheelchair users were unable to access the building.	After contacting the venue, alternative access was made possible. A work plan has now been drawn up to find a permanent solution.
Provision of public conveniences	Toilets were closed across the county and pay barriers implemented, which prevented many disabled people from accessing the remaining facilities.	We vigorously challenged this policy which was picked up by the local media. Barriers were removed from one site highlighted and we await correspondence from the Council regarding other facilities.
Possible discrimination by a transport company	Members began to report being asked for documentation to allow them to bring mobility equipment onto buses operated by the First Bus Company.	We obtained clarification from the company and their drivers have now been reminded of the relatively new policy, exactly whom it affects and why.

Car parking relocation	<p>Accessible parking facilities were proposed to be relocated at a National Trust property, Lanhydrock House. We were contacted about the potential problems this might cause, which we subsequently addressed with the management.</p>	<p>Issues were acknowledged to us by the staff who reported the concerns to their Head Office. The changes still went ahead however. We will advise any member who contacts us if they feel negatively affected by these changes about the approach or action they can take.</p>
Inaccessible cinema venues	<p>Some members reported that Merlin cinemas were failing to address certain access requirements.</p>	<p>We wrote to Merlin Cinemas who stated: <i>'We know it will not be 100% ideal for some patrons at not being able to access all areas or all performances, but they definitely can access every film at our Savoy and Regal cinemas at some time during their run'</i>. We are assured access improvements will continue to be made.</p>

Plans for the Future

There is no doubt that the cumulative impact of multiple welfare reforms, combined with severe cuts to services at local level, are having a damaging impact on disabled people, their families and carers in Cornwall. This is resulting in increased demand for information, advice and support from our frontline DIAL service. We will therefore be focusing our efforts on securing additional funding so we can build capacity for this vital element of our work over the coming year.

Following the successful implementation of the Orthotics Back Office and Appointments Service for North and North East Cornwall, with greater efficiencies in service delivery and increased patient satisfaction, we have now been requested by the KCCG to amalgamate a service for the whole of Cornwall for an interim period of 20 months. This will allow them to gather the necessary intelligence and data to shape a full competitive tender in 2016.

We have led the development of person centred services to support clients in receipt of a Personal Budget since their inception for social care in Cornwall in 2010. Alongside our technical support services: Payroll, Managed Accounts, Employer Support and the PA Register, we are now an approved provider for Support Planning and Brokerage for Children and are taking part in a pilot with the KCCG to provide a similar service for people in receipt of Continuing Care to support them with developing and managing a Personal Health Budget in

Plans for the Future (continued)

Cornwall. These services not only provide high quality, professional support to clients, they generate independent income for the charity, which plays a vital role in ensuring our sustainability.

Given our role in providing support to parents of children with Special Educational Needs via the statutory Parent Partnership Service, which we have been delivering for almost three years now, we are now readying ourselves for anticipated opportunities that will be presented by the forthcoming Children and Families Act. This will have the effect of requiring Parent Partnership Services to evolve to provide support to children and young people up the age of 25 so they can achieve positive outcomes across Education Health and Social Care.

Despite these encouraging developments, the organisation has been through a very challenging period, with the loss of several staff as funding streams have come to an end, with an inevitable impact on capacity. However, the trustees and the core team remain as committed and focused as ever to ensuring the continued presence of Cornwall's leading disabled people's organisation so we can meet the needs of our stakeholders at this time of great challenge and transition.

Structure, governance and management

Governing document

Disability Cornwall and Isles of Scilly is a company Limited by Guarantee governed by its Memorandum and Articles of Association adopted on 11 November 2010. It is a registered charity with the Charity Commission.

Recruitment and induction of trustees

The directors of the company are also charity trustees for the purposes of charity law. Members of the charity may put themselves forward as trustees. Their appointment is confirmed by members at the charity annual general meeting. New trustees are inducted into the workings of the charity and given training when required.

All trustees give their time voluntarily and receive no benefits from the charity except for use of facilities made available to those who are disabled. This is in respect of their disability and not by virtue of their trusteeship of the charity.

Structure, governance and management (continued)

Recruitment and induction of trustees (continued)

The organisation seeks trustees who can provide advice and guidance based on experience on all aspects of Disability Cornwall's work, utilising their specific skills, knowledge and expertise in making sound decisions. They must have the following attributes:

- a working knowledge of disabled people's organisations and of issues facing disabled people in Cornwall
- an acceptance and understanding of the duties, responsibilities and liabilities of Trusteeship
- the willingness to devote the necessary time and effort to the duties of a trustee
- integrity mixed with good independent judgement plus the desire to be an effective team member
- the ability to think creatively and strategically and a willingness to speak their mind.

The charity aims to provide a full induction programme for each new trustee to absorb them quickly and effectively into their role within the organisation and make them feel informed, valued and welcome. They will be given:

- access to all relevant information pertaining to their role as Trustees
- access to the intranet where all organisational documentation is located
- full briefing on the work of the charity, our mission, aims, working systems, policies and procedures
- opportunity to meet all the Disability Cornwall staff to find out more about the work of the charity.

Organisation

The trustees are legally responsible for the overall management and control of the charity.

The trustees delegate to the Chief Executive responsibility for the day to day management of the charity and administrative control of the charitable funds.

Organisation (continued)

Disability Cornwall is an independent company employing 4 full-time and 12 part-time employees as of 31 March 2014. The policy and general affairs of the organisation are directed by the full Board of Trustees who may exercise all powers of the charitable company as set out in the Memorandum and Articles of Association.

Prior to each meeting the Board are presented with a briefing from the Chief Executive and financial reports from the Finance officer including quarterly management accounts, and cash flow projections. Project / service staff attend each meeting and provide a presentation / update on their area of work to the Board, which allows Trustees the opportunity to meet and consult with key staff on a regular basis.

Public benefit

The charity complies with the public benefit requirement through its charitable objectives.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities. In particular the trustees consider how planned activities will contribute to the aims and objectives they have set.

Equality and Diversity

Disability Cornwall is committed to being an equal opportunities employer. We aim to ensure that no job applicant, volunteer, employee or trustee receives less favourable treatment on the grounds of sex, age, disability, marital status, sexual orientation, religion, colour, nationality or ethnic or national origin, nor is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Risk review

The trustees have assessed the major risks to which the charitable company is exposed and are satisfied that systems are in place to minimise or mitigate these. The trustees will continue to review potential risks on a regular basis and will take action to minimise or mitigate these risks as required.

Financial review

The results for the year show net income of £98,856 (2013: expenditure £3,194) as detailed in the statement of financial activities.

Grant making policy

When funding is received which the charitable company is unable to use itself then it is passed to another suitable organisation to use for the purpose it was intended.

Investment policy

The trustees have considered the most appropriate policy for investing funds and find that the current arrangements with the land at Northcountry, and the short term bank deposits currently meet the requirement to generate a return on capital whilst maintaining access to funds for operational purposes.

Reserves policy

In order that the charitable company can meet its objectives for disabled people in Cornwall, the trustees have considered its resources and commitments. The charitable company is reliant on a combination of grant funding and contracts, and the trustees consider that unrestricted reserves to cover approximately 3 months of the expected core running costs should be maintained. This fund incorporates the designated £22,500 in unrestricted funds and a capital asset in the land at Northcountry.

Statement of Trustees' responsibilities

The trustees (who are also directors of Disability Cornwall and the Isles of Scilly, for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period.

Statement of Trustees' responsibilities (continued)

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Statement of disclosure to auditors

In so far as the trustees are aware, there is no relevant information of which the charitable company's auditors are unaware. Additionally the trustees have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant information and to establish that the charitable company's auditors are aware of that information.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

By order of the trustees

Units 1G & 1H
Guildford Road Industrial Estate
HAYLE
Cornwall
TR27 4QZ

S Paget MBE
Trustee

29 September 2014

Independent auditor's report to the members of Disability Cornwall and the Isles of Scilly

We have audited the financial statements of Disability Cornwall and the Isles of Scilly for the year ended 31 March 2014 which comprise the Statement of Financial Activities (incorporating the Income and Expenditure Account), the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's 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 its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the statement of trustees' responsibilities set out on pages 16 and 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements.

Independent auditor's report to the members of Disability Cornwall and the Isles of Scilly (continued)

In addition, we read all the financial and non-financial information in the Trustees' annual report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistency we consider the implications for our report.

Opinion on financial statements

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 2014, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Independent auditor's report to the members of Disability Cornwall and the Isles of Scilly (continued)

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime, take advantage of the small companies exemption in preparing the trustees' report and take advantage of the small companies exemption from the requirement to prepare a strategic report.

Mark Williams FCA DChA (Senior Statutory Auditor)

For and on behalf of Robinson Reed Layton

Statutory Auditors

Peat House
Newham Road
TRURO
Cornwall
TR1 2DP

1 October 2014

Statement of financial activities (incorporating income and expenditure account)
For the year ended 31 March 2014

	Notes	Restricted funds £	Unrestricted funds £	Total 2014 £	Total 2013 £
Incoming resources					
<i>Incoming resources from generated funds:</i>					
Voluntary income	3	-	118,096	118,096	968
Activities for generating funds	4	-	12,149	12,149	24,537
Investment income	5	-	267	267	153
<i>Incoming resources from charitable activities:</i>					
Charitable activities	6	329,729	94,164	423,893	419,767
Total incoming resources		329,729	224,676	554,405	445,425
Resources expended					
<i>Cost of generating funds</i>	7	-	1,263	1,263	5,725
<i>Charitable activities</i>	8	333,314	114,063	447,377	438,511
<i>Governance costs</i>	9	-	6,909	6,909	4,383
Total resources expended		333,314	122,235	455,549	448,619
Net income/(expenditure) for the year and net movement in funds					
	10	(3,585)	102,441	98,856	(3,194)
Fund balances brought forward		51,771	43,566	95,337	98,531
Fund balances carried forward		48,186	146,007	194,193	95,337

The were no recognised gains or losses in the year to 31 March 2014 or 2013 other than those passing through the statement of financial activities.

There were no acquisitions or discontinued operations during the year to 31 March 2014 or 2013.

Balance sheet
As at 31 March 2014

	<i>Notes</i>	£	2014 £	£	2013 £
Fixed assets					
Tangible assets	14		31,835		37,141
Investment properties	15		30,000		-
			<hr/>		<hr/>
			61,835		37,141
Current assets					
Debtors	16	30,604		22,821	
Cash at bank and in hand		145,937		86,599	
		<hr/>		<hr/>	
		176,541		109,420	
Creditors: amounts falling due within one year	17	(44,183)		(51,224)	
Net current assets			<hr/>	<hr/>	
			132,358		58,196
Net assets			<hr/>	<hr/>	
			194,193		95,337
Funds			<hr/>	<hr/>	
Restricted funds	18		48,186		51,771
Unrestricted general funds	19	93,507		21,066	
Unrestricted designated funds	19	52,500		22,500	
		<hr/>		<hr/>	
			146,007		43,566
	20		<hr/>	<hr/>	
			194,193		95,337
			<hr/>	<hr/>	

Balance sheet (continued)

As at 31 March 2014

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved and authorised for issue by the trustees on 29 September 2014

and were signed on its behalf by:

S Paget MBE

Trustee

Company registration No. 07436153

Notes

(forming part of the financial statements)

1. **Constitution**

The charity is a company limited by guarantee and does not have a share capital. In the event of the charity being wound up each member is liable to contribute a sum not exceeding £1. There were 457 members at 31 March 2014 (2013: 461).

2. **Accounting policies**

The financial statements have been prepared under the historical cost convention as modified by the revaluation of investment properties at market value and in accordance with applicable accounting standards, the Companies Act 2006 and the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005) issued in March 2005.

2.1 **Cash flow statement**

Under Financial Reporting Standard 1, the charitable company is exempt from the requirement to prepare a cash flow statement on the grounds of its size.

2.2 **Fixed assets and depreciation**

Depreciation is provided on fixed assets to write off the cost less the estimated residual value of the assets by equal instalments over their estimated useful economic lives as follows:

Leasehold improvements	Over the period of the lease
Equipment	25-33% per annum

2.3 **Investment properties**

In accordance with Statement of Standard Accounting Practice No 19:

- i) investment properties are revalued annually by the Trustees on an open market basis and the aggregate surplus or deficit is transferred to a revaluation reserve, and
- ii) no depreciation is provided in respect of freehold investment properties.

Notes

(forming part of the financial statements)

2.3 *Investment properties (continued)*

This treatment may be a departure from the requirements of accounting practice concerning depreciation of fixed assets. However, such properties are not held for consumption but for investment and the Trustees consider that systematic annual depreciation would be inappropriate. The accounting policy adopted is therefore necessary for the accounts to give a true and fair view. Depreciation is only one of the many factors reflected in the annual valuation and the amount which might otherwise have been shown cannot be separately identified or quantified.

2.4 *Grants receivable*

Incoming resources from grants are recognised in the Statement of Financial Activities when they are receivable. Grants are deferred where they relate to a specific future period.

2.5 *Voluntary income*

Voluntary income received by way of donations and legacies to the charity is included in the Statement of Financial Activities when there is certainty of receipt and the amount can be measured with sufficient reliability. Intangible income is not included unless it represents goods or services which would have otherwise been purchased.

Legacies are recognised in the financial statements in the period to which the charity becomes entitled to the income, unless it is incapable of financial measurement.

2.6 *Value added tax*

Value added tax is not recoverable by the charitable company and as such is included in the relevant costs in these financial statements.

Notes

(forming part of the financial statements)

2.7 Resources expended

Certain expenditure is directly attributable to specific activities, other shared costs are apportioned on a fair basis, between cost centres based on the level of activity by each cost centre of the services provided. Governance costs include management committee meeting expenses, accountancy and professional fees.

Grants payable are charged in the period when the offer is conveyed to the recipient except in those cases where the offer is conditional, such grants being recognised as expenditure when the conditions attaching are fulfilled. Grants offered subject to conditions, which have not been met at the period end, are noted as a commitment, but not accrued as expenditure.

2.8 Funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets the criteria is identified to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for any of the charitable objects. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

2.9 Operating leases

Rental charges are charged in the statement of financial activities on a straight line basis over the life of the lease.

Notes
(forming part of the financial statements)

3. Voluntary income

	2014	2013
	£	£
Donations and legacies	20,409	-
Membership fees	577	968
Donation from Cornwall Disabled Association	97,110	-
	<hr/>	<hr/>
	118,096	968
	<hr/> <hr/>	<hr/> <hr/>

4. Activities for generating funds

	2014	2013
	£	£
Fundraising	1,066	884
Advertising fees	580	10,335
Conference facility hire	3,363	4,673
Rental income	2,340	7,643
Other income	4,800	1,002
	<hr/>	<hr/>
	12,149	24,537
	<hr/> <hr/>	<hr/> <hr/>

5. Investment income

	2014	2013
	£	£
Bank interest receivable	267	153
	<hr/> <hr/>	<hr/> <hr/>

Notes

(forming part of the financial statements)

6. Incoming resources from charitable activities

	Restricted funds £	Unrestricted funds £	Total 2014 £	Total 2013 £
Parent Partnership Service	55,874	-	55,874	55,982
Carers contract	23,503	-	23,503	21,880
Carers publications	23,159	-	23,159	21,701
Orthotics contract	32,828	-	32,828	31,530
<i>Grants:</i>				
Dept Adult Social Care - SLA(1)	21,205	-	21,205	73,513
Dept Adult Social Care – (M of A)	-	-	-	12,000
Dept Adult Social Care – SLA(2) CIL	18,269	-	18,269	50,000
Healthwatch	6,661	-	6,661	-
Rank Foundation	20,000	-	20,000	20,000
Rank Internship	6,000	-	6,000	6,406
Lloyds Foundation	4,750	-	4,750	12,500
ODI facilitation	-	-	-	1,625
ODI Community Support	23,326	-	23,326	4,134
Wheelchair Service	-	-	-	7,309
Henry Smith Charity	17,100	-	17,100	15,422
Heritage Lottery Fund	43,035	-	43,035	11,325
Clare Milne Trust	20,000	-	20,000	-
Trusthouse Charitable Foundation	9,800	-	9,800	-
DWP Jobcentre Jobclub	3,506	-	3,506	-
Cornish Pixels	713	-	713	-
Consultancy and access audit income	-	20,516	20,516	30,381
Ancillary services provided	-	73,648	73,648	44,059
	<hr/>	<hr/>	<hr/>	<hr/>
	329,729	94,164	423,893	419,767
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Notes
(forming part of the financial statements)

7. Cost of generating funds

	2014	2013
	£	£
Caravan costs	-	5,658
Other costs	1,263	67
	<hr/>	<hr/>
	1,263	5,725
	<hr/> <hr/>	<hr/> <hr/>

Notes
(forming part of the financial statements)

8. Cost of charitable activities

	2014	2013
	£	£
Salaries	311,784	322,417
Staff Travel	3,725	6,566
Staff Training and recruitment	1,104	1,764
Consultancy and other direct costs	37,933	2,021
Discover magazine and delivery	-	13,169
Carers News print and distribution	4,385	3,885
Travel and coach expenses	-	1,576
Advertising and marketing	530	1,135
Rent and office maintenance	19,127	19,491
Light, heat and water	4,002	3,337
Equipment and furnishings	4,200	2,349
IT maintenance	6,632	8,305
Insurance	1,912	1,805
Telephone	4,846	6,721
Post, stationery and photocopier	11,876	12,240
Cleaning (including wages)	2,296	2,299
Professional fees	1,512	-
Cornwall Disabled Association – Pension Fund Settlement	10,795	-
Subscriptions	406	1,425
Management committee expenses	387	2,182
Volunteers Expenses	1,892	286
Bank Charges	-	4
Website development	1,129	5,758
Consultation and access audit costs	8,782	9,464
Sundries and waste disposal	2,816	5,006
Depreciation	5,306	5,306
	<hr/>	<hr/>
	447,377	438,511
	<hr/> <hr/>	<hr/> <hr/>

Notes

(forming part of the financial statements)

9. Governance costs

	Restricted funds £	Unrestricted funds £	Total 2014 £	Total 2013 £
Independent examiner's fee	-	-	-	1,980
Auditors remuneration	-	3,900	3,900	-
Professional fees	-	1,984	1,984	1,473
Management committee expenses	-	1,025	1,025	930
	<hr/>	<hr/>	<hr/>	<hr/>
	-	6,909	6,909	4,383
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

10. Net income/(expenditure) for the year is stated after charging:

	2014 £	2013 £
Operating leases	20,635	19,581
Independent examiner's fee	-	1,980
Auditors remuneration	3,900	-
Depreciation	5,306	5,306
	<hr/> <hr/>	<hr/> <hr/>

11. Staff costs and numbers

	2014 £	2013 £
<i>Staff costs were as follows:</i>		
Salaries	292,560	300,747
Social security costs	21,276	23,969
	<hr/>	<hr/>
	313,836	324,716
	<hr/> <hr/>	<hr/> <hr/>

No employee received emoluments of more than £60,000.

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows:

	2014 No	2013 No
Charitable activities	12	13
	<hr/> <hr/>	<hr/> <hr/>

Notes
(forming part of the financial statements)

12. Trustees' remuneration

No remuneration was paid to the trustees in 2014 and 2013. No expenses were claimed and reimbursed to trustees.

13. Taxation

The charitable company is exempt from corporation tax due to its charitable status.

14. Tangible fixed assets

	Leasehold improvements £	Equipment £	Total £
Cost			
At 1 April 2013 and 31 March 2014	53,058	23,106	76,164
Depreciation			
At 1 April 2013	15,917	23,106	39,023
Charge for the Year	5,306	-	5,306
At 31 March 2014	21,223	23,106	44,329
Net book value			
At 31 March 2014	31,835	-	31,835
At 31 March 2013	37,141	-	37,141

15. Investment properties

	£
Addition in the year	30,000
At 31 March 2014	30,000

The investment properties have been valued by the trustees on 31 March 2014 on the basis of estimated market value for existing use.

Notes
(forming part of the financial statements)

16. Debtors

	2014	2013
	£	£
Other debtors	28,476	20,693
Prepayments	2,128	2,128
	<hr/>	<hr/>
	30,604	22,821
	<hr/> <hr/>	<hr/> <hr/>

17. Creditors: amounts falling due within one year

	2014	2013
	£	£
Trade creditors	2,771	2,919
Deferred income	37,512	46,325
Accruals	3,900	1,980
	<hr/>	<hr/>
	44,183	51,224
	<hr/> <hr/>	<hr/> <hr/>

Notes

*(forming part of the financial statements)***18. Restricted funds**

	At 1 April 2013 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2014 £
Parent Partnership Service	953	55,874	(56,269)	-	558
Carers Services	-	46,662	(46,251)	-	411
DACS SLA(1)	3,766	21,205	(21,153)	-	3,818
DACS – SLA(2)					
CIL	449	18,269	(18,269)	-	449
Healthwatch	-	6,661	(6,661)	-	-
Rank Foundation	-	20,000	(19,433)	-	567
Rank Internship	1,907	6,000	(7,907)	-	-
Lloyds Foundation	2,466	4,750	(7,216)	-	-
ODI Community Support Fund	-	23,326	(23,326)	-	-
Henry Smith Charity	-	17,100	(17,100)	-	-
Heritage Lottery Fund	5,089	43,035	(38,779)	-	9,345
Development project	37,141	-	(5,306)	-	31,835
Clare Milne Trust	-	20,000	(19,721)	-	279
Trusthouse Charitable Foundation	-	9,800	(9,800)	-	-
DWP Jobcentre Jobclub	-	3,506	(3,506)	-	-
Cornish Pixels	-	713	(116)	-	597
Orthotics	-	32,828	(32,501)	-	327
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	51,771	329,729	(333,314)	-	48,186
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Notes

(forming part of the financial statements)

18. Restricted funds (continued)

Purposes of restricted funds

Parent Partnership Services	Provides information, support and training for parents and carers of children with special educational needs.
Carers Services	Part of a joint project to provide an enhanced carers service in Cornwall.
DACS – SLA(1)	Funds a contribution towards the DIAL Service, Discover Magazine and core running costs including management board expenses.
DACS – SLA(2)	Funding towards the development of a centre for independent living.
Healthwatch	Funding from Healthwatch Cornwall for the role of Expert Network Partner in support of their activities.
Rank Foundation	Towards DIAL running costs.
Rank Internship	Time to Shine Internship Programme funding a part-time web administrator to provide opportunities to the post holder and benefit to Disability Cornwall.
Lloyds Foundation	Towards development and maintenance of internet services and administration costs.
ODI Community Support Fund	Fund to support former Remploy employees.
Henry Smith charity	Towards to cost of running the DIAL service supporting Disabled People in Cornwall.
Heritage Lottery Fund	Research project around Cornwall's Disability History.
Development project	This fund represents the cost of the warehouse conversion and conference facilities less depreciation.
Clare Milne Trust	Towards core funding
Trusthouse Charitable Foundation	Towards salary costs of the manager of the DIAL service
DWP Jobcentre Jobclub	Funding for start-up costs for the new Disability Job Club in Hayle.
Cornish Pixels	Funding for volunteer expenses including photography and training.
Orthotics	The orthotics bookings and appointments service delivered on behalf of NHS Kernow.

Notes
(forming part of the financial statements)

19. **Unrestricted funds**

	At 1 April 2013 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2014 £
General funds	21,066	194,676	(122,235)	-	93,507
<i>Designated funds:</i>					
Running costs reserve	22,500	30,000	-	-	52,500
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	43,566	224,676	(122,235)	-	146,007
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

The running costs reserve is to fund a period of 3 months core running costs should all funding cease to enable the charity to seek alternative funding.

20. **Analysis of net assets between funds**

	Restricted funds £	Unrestricted funds £	Total £
Tangible fixed assets	31,835	30,000	61,835
Net current assets	16,351	116,007	132,358
	<hr/>	<hr/>	<hr/>
	48,186	146,007	194,193
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

Notes
 (forming part of the financial statements)

21. Financial commitments

At 31 March 2014, annual commitments under non-cancellable operating leases were as follows:

	Land and buildings 2014 £	Land and buildings 2013 £	Other 2014 £	Other 2013 £
<i>Operating leases which expire:</i>				
In one year	18,000	18,000	-	-
Between two and five years	-	-	2,228	3,400
	<hr/> 18,000 <hr/>	<hr/> 18,000 <hr/>	<hr/> 2,228 <hr/>	<hr/> 3,400 <hr/>

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