



# Annual Report & Accounts

31<sup>st</sup> March 2018

Providing services that help disabled and older people  
with care and support needs to remain living in their own  
home, in the way they choose

Company Registration No: 04624968  
Registered Charity No: 1099020



**SERVICES FOR INDEPENDENT LIVING  
(A COMPANY LIMITED BY GUARANTEE)  
LEGAL AND ADMINISTRATIVE INFORMATION**

**FOR THE YEAR ENDED 31 MARCH 2018**

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<b>Trustees</b>	Angela Pendleton (Chair) (appointed 3 May 2018) Angela Higham (Vice Chair) (appointed 5 October 2017) Geoff Hopper Tom Misselbrook Sylvie Nicholls Margaret O'Neill John Rogers Christine Warner (deceased 31 January 2018)
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<b>Company Secretary</b>	Euan McPherson
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<b>Chief Executive</b>	Euan McPherson
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<b>Charity number</b>	1099020
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<b>Company number</b>	04624968
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<b>Registered Office</b>	1 Owen Way Leominster Enterprise Park Leominster Herefordshire HR6 0LA
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<b>Auditors</b>	Kendall Wadley LLP Granta Lodge 71 Graham Road Malvern Worcestershire WR14 2JS
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<b>Bankers</b>	Unity Trust Bank PLC Nine Brindleyplace Birmingham B1 2HB
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**SERVICES FOR INDEPENDENT LIVING  
(A COMPANY LIMITED BY GUARANTEE)  
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***FOR THE YEAR ENDED 31 MARCH 2018***

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# **SERVICES FOR INDEPENDENT LIVING (A COMPANY LIMITED BY GUARANTEE) CHAIR'S WELCOME**

**FOR THE YEAR ENDED 31 MARCH 2018**

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**Angela Pendleton, Chairperson, with Dave and Lindsey Muckles who won first prize in the 2018 SIL Garden Party Raffle**

## **Chairs Welcome to the 2017/18 Annual Report**

It gives me great pleasure to welcome you all to this year's edition of our Annual Report and my first as Chairperson, having been elected by the Board of Trustees on 3rd May 2018. I would like to pass on my thanks to the Previous Chairperson, Maggie O'Neill who sadly had to step down due to personal reasons; however, we are all very pleased that she is staying on as a Trustee.

The 2017/18 financial year has been another exciting time within Services for Independent Living (SIL) and I am pleased to be able to report the organisation has continued to go from strength to strength in what is recognised as a very challenging financial climate.

In addition to a positive financial performance the organisation has worked hard to improve the quality of the services and support it offers. As a new Chairperson I am greatly enthused about the way the organisation is moving forward, the wonderful staff that work across all areas of the business and would like to take this opportunity to thank them all for the work they do.

The Board of Trustees receive detailed reports and feedback about all our services on a monthly basis and I am often humbled by some of the individual success stories we hear. To me the key measure of whether the organisation is performing is what the people who use our services and our staff are telling us, and I am pleased to say that it is clear that SIL continues to help disabled people maximise their independence whilst providing an excellent work environment. You will see evidence of this in the report.

Unfortunately, we did have to take a decision to stop the provision of Hereford City Shopmobility Service, however due to the creativity and innovation of the senior manager involved; we managed to hand the service over to Mills Mobility, who are continuing to provide a service from their base on Harrow Road in Hereford.

I am looking forward to working with my fellow Trustees and SIL staff as we continue to improve and develop the organisation over the coming years.

For those of you who want to have more details about our financial performance this year, you will find the details and the auditor's report towards the end of this document.

If you would like to keep up to date with what SIL is doing, please follow us on facebook and on twitter @S4ILving #partofthesolution

**Angela Pendleton - Chairperson**

**SERVICES FOR INDEPENDENT LIVING  
(A COMPANY LIMITED BY GUARANTEE)  
CHIEF EXECUTIVE'S SUMMARY**

**FOR THE YEAR ENDED 31 MARCH 2018**

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**Chief Executive's Summary**

Despite a very difficult environment in the health and social care sector and the ongoing financial pressures being faced across the sector, Services for Independent Living (SIL) has had a very strong year. Financially we have managed to rebuild some of our reserves, which have given us confidence that we can manage any further financial shocks relating to the ongoing issues about the payment of National Living Wage for staff undertaking 'Sleep-in' duties, or similar unexpected costs.

It is equally important to note that through the hard work and dedication of staff across the organisation we have also improved the quality of the services we provide and although we have not seen the growth we anticipated the organisation is in very good health.

We continue to see strong recruitment figures, low sickness and staff turnover levels compared to the rest of the sector. This is not reflective of the sector as a whole and I believe it is as a direct result of focussing on staff welfare and support, improved training and making SIL a great place to work. Our informal review of the year which forms part of this report, gives evidence of some of the activities and events that have been arranged for staff and the people who use our services as part of or drive to make SIL a wonderful place to be.

I continue to feel very privileged to have the opportunity to lead an organisation like SIL and be able to support staff of such high quality. Of course, it has not all been easy and there have been significant pressures in some service areas as we made changes to structure and working practices; I would like to personally thank all of the staff who dealt admirably in what were at times very challenging circumstances, including those that sadly had to leave us at the end of this year due to the Wellbeing Information and Signposting Service (WISH) service being taken in house by the local authority and the transfer of the Hereford City Shopmobility Service to Mills Mobility, who have developed a new model that has enabled the service to continue from their offices on Harrow Road in Hereford.

SIL has also worked closely with the local authority and other organisations to try and tackle the growing recruitment crises across social care and to look at new models of social care delivery that improve the experiences of people who use social care services, but also offer greater efficiencies. The work by Stephen Vickers on redesigning and improving the way people who access social care are supported was particularly notable and will improve the experiences of many people.

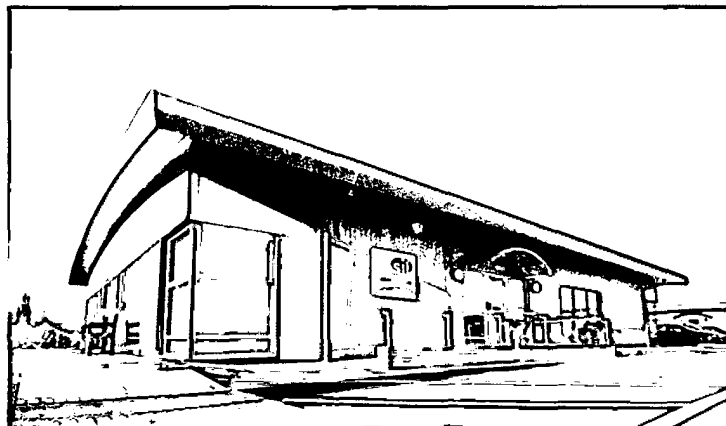
I would also like to say a big thank you to all of the people who use SIL services. Throughout the year we saw and heard about some inspirational achievements from people who use both our Independent Living at Home and Direct Payment Support Services, and it is your successes that keep us motivated to do what we do.

Finally, I think it is important to note that we still have work to do. We know that we can provide better quality services, continue to drive efficiency savings and generally improve the way we do things. All of SIL's management and staff are committed to this ongoing improvement, supporting the people who use our services to become more independent and making a workplace where staff are happy and supported. In short we strive to be the provider and employer of choice for disability support services and to continue to establish ourselves 'part of the solution' in the areas we cover.

**Euan McPherson  
Chief Executive**

**SERVICES FOR INDEPENDENT LIVING  
(A COMPANY LIMITED BY GUARANTEE)  
A YEAR IN THE LIFE OF SIL SERVICE USERS, STAFF AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2018**

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**2017-2018 a year in the life of SIL.  
service users, staff and trustees**



**SERVICES FOR INDEPENDENT LIVING  
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A YEAR IN THE LIFE OF SIL SERVICE USERS, STAFF AND TRUSTEES  
FOR THE YEAR ENDED 31 MARCH 2018**

**A tiny selection of the compliments we received this year,  
showing how SIL goes the extra mile!**

**I have received excellent service, thanks to the  
DPSS team for running my DP and payroll, you  
have been so helpful.**

*From: a Service User*

**We are so delighted that Donna has become our  
team leader; she really is the best team leader we  
have ever had. She is firm but terribly kind, he  
worships her. What I would like to suggest is  
that for next year's awards you have an award  
for team leaders, chosen by SU's or their  
families.**

*From: a Service User's family*

**I would first of all like to say thank you for  
having me on the training. I very much  
enjoyed it and ask if there are any more  
things that we can attend**

*From: a Service User*

**WISH team; I just wanted to say an enormous  
thank you for coming to our Coffee Morning  
today. It was really a benefit to all  
concerned. We all felt that we now have a  
way of steering people in the right direction.  
You do such a worthwhile job, keep up the  
good work.**

*From: an External Organisation*

**Congratulations to IB's team following a  
compliment received from IB's mother on a  
great family Christmas they have had this  
year; all down to the fantastic team offering  
support in the run up to Christmas;  
including trips to Santa, a panto, Santa tour  
and buying all his own gifts for the family  
from his weekly budget.**

*From: Val*



**SERVICES FOR INDEPENDENT LIVING  
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A YEAR IN THE LIFE OF SIL SERVICE USERS, STAFF AND TRUSTEES**

**FOR THE YEAR ENDED 31 MARCH 2018**

## **Compliments...**

**Torfaen DPSS - A child on direct payments was diagnosed with a rare condition. Knowing they had another service user with the same condition a member of the team liaised with both families enabling the son and his family to get some much-needed peer support. SIL staff always think creatively to ensure their SUs get the best support possible.**

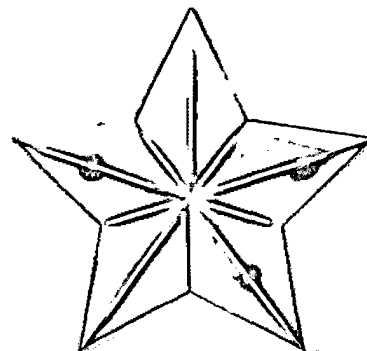
*From: Shelagh*

**I would just like to pass on to the team the Doctor's congratulations on what we have achieved. He has never seen AD looking so relaxed in his home. I'm very proud of you all, thank you.**

*From: Team Leader*

**I never have to worry that my training is out of date. Karen is always on top of things and lets me know in advance when the training is on. It is very well organised.**

*From: a Support Worker*



**My partner is a changed person, when I arrive home from work he has a smile upon his face. He receives great communication, rotas within 2 hours of dates being sent out to the Team Leader and he now feels that a great weight has been lifted from off his shoulders and loves his supporting days.**

*From: a Service User's Partner*

**Please send on my thanks to all at SIL for their years of service, especially Amy who was very helpful with facilitating the recent transition.**

*From: a Service User's family*



**SERVICES FOR INDEPENDENT LIVING  
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A YEAR IN THE LIFE OF SIL SERVICE USERS, STAFF AND TRUSTEES**

**FOR THE YEAR ENDED 31 MARCH 2018**

Through a mix of tasty treats, lots of laughs and keeping active these are some of the Charities that SIL has supported

As part of Dementia Awareness week, Sally made a selection of cakes and treats (pictured with Val) These were sold in aid of Young Onset Dementia.



Several Staff members and their families took to the streets of Hereford as part of the Wheelie Big cycle in aid of St Michaels Hospice with over £21,000 raised through the whole event.

Cupcake Day for Alzheimer's Awareness with the impressive spread of cupcakes and a whopping £155 was raised for the charity with many tasty prizes being awarded.



SIL's Charity of the year was Genetic Disorders UK Euan and Gemma under-took a huge challenge the Great North run to raise money for this cause.



They also organised several events across the year including a Bingo day resulting in a total of £990 raised.

**SERVICES FOR INDEPENDENT LIVING  
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A YEAR IN THE LIFE OF SIL SERVICE USERS, STAFF AND TRUSTEES**

**FOR THE YEAR ENDED 31 MARCH 2018**

WISH staff donned the Denim for "Jeans for Genes Day" - sales of jacket potatoes and denim wearing donations made £47.



Taking part in a Sports Relief event, Gemma as part of a team completed a 12 hr spinathon. In total they raised over £1,000.



Making use of his very green fingers, Service User Matt grew an amazing 70KG pumpkin!! This was used to help raise money for spinal Research. Between donations on the day and the Just Giving page they raised £580.



Dave's summer fete at The Hollies raised an amazing £700 to be split between a charity supporting Syrian refugees, SIL and the funding for his new powerchair. There were a variety of stalls and many staff members pitched in to make food and prizes for the day.

**SERVICES FOR INDEPENDENT LIVING  
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A YEAR IN THE LIFE OF SIL SERVICE USERS, STAFF AND TRUSTEES**

**FOR THE YEAR ENDED 31 MARCH 2018**

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SIL staff got festive with their Christmas Jumpers all in aid of Save the Children. A raffle, shared lunch and best jumper competition got everyone feeling jolly and raised a merry £66



Sheila and Mark Hebbes raise a tune at the 2017 SIL Garden Party. The first garden party event was a great success.



A Macmillan Coffee Morning was held by staff with games such as "Guess the height of the cake", coming in at a yummy 94cm tall.

They raised a fantastic £125.94.



SIL has donated all our old and unused computers to IT Schools Africa, dedicated to helping set up IT centres allowing kids to access information and learn.

SERVICES FOR INDEPENDENT LIVING  
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A YEAR IN THE LIFE OF SIL SERVICE USERS, STAFF AND TRUSTEES

FOR THE YEAR ENDED 31 MARCH 2018

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Guiding Principles

**Partnership** working with individuals, groups and organisations to share knowledge and improve outcomes for disabled people.

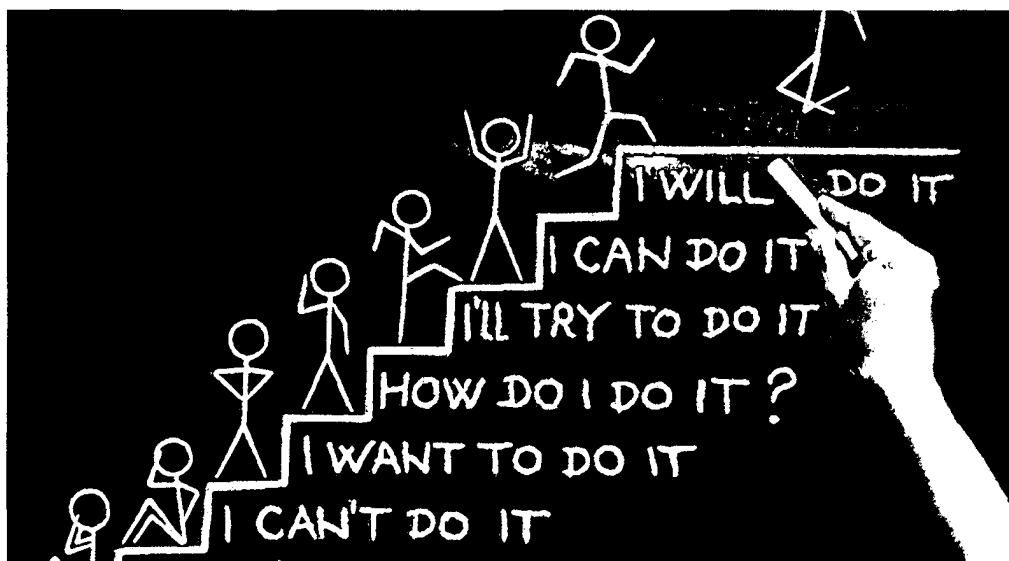
**Respect** for all

**Innovation** adapting efficiently and effectively to change and embracing new technology

**Diversity** to be accepting of all people, both within and outside SIL

**Equality** for all

**Strength-based** maximising ability and not being constrained by disability



**SERVICES FOR INDEPENDENT LIVING  
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A YEAR IN THE LIFE OF SIL SERVICE USERS, STAFF AND TRUSTEES**

**FOR THE YEAR ENDED 31 MARCH 2018**

### Sheila is SIL Star Baker

Service User Sheila Hebbes is baking up a storm with her new enterprise; baking cakes and quiches to raise money for SIL. She has already raised £114. Thanks Sheila, you really are a star.



### UNO Championships

Our service users are constantly surprising us with new and brilliant ways of raising money, not least Caroline Hill, who organised a marathon UNO event to raise money for SIL.

Supported by support workers Nicola Harwood and Vanessa Evans, Caroline raised a whopping £208 for which we are very grateful.

Vanessa generously baked an assortment of delicious cakes, which were eaten throughout the event to keep up the stamina of the players and other service users who came along to enjoy the day.



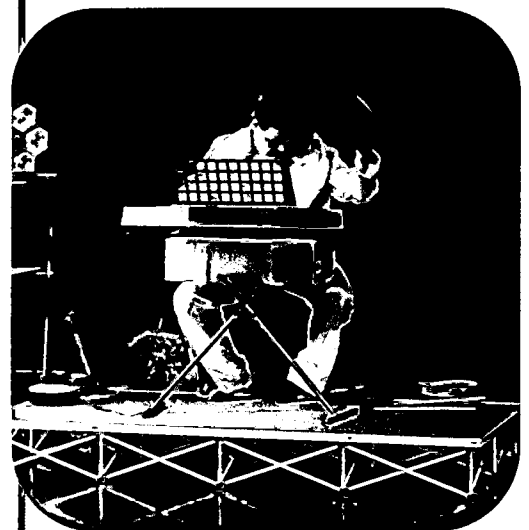
### Putting on a Show

When IB first joined SIL he was very quiet and introvert, finding it difficult to communicate on any level. He has gradually gained confidence and become active in SIL's events.

When he told his team leader he wanted to put on his own music and magic show it was quite a surprise, but IB was determined this was something he could achieve and really wanted to do it.

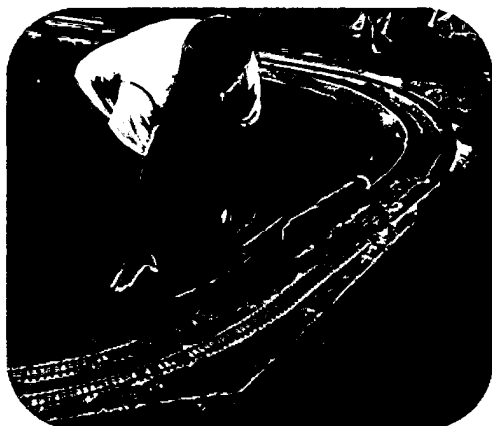
His support team worked with him and together produced a programme of music, dance and magic which would be performed at the Kindle Centre in Hereford. IB saw the event through from start to finish. His Team Leader introduced IB and he walked on stage in an Elvis Presley costume opening the event with two songs, before moving on to play the keyboard and drums.

After the interval buffet and draw, he was back on stage with his magic tricks, before thanking people for attending and drawing to a close an enjoyable couple of hours. He raised an amazing £102 for the local Hospice.



**SERVICES FOR INDEPENDENT LIVING  
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**FOR THE YEAR ENDED 31 MARCH 2018**



### **Train Crazy**

One of our support workers, Graham Downing, went full steam ahead to help build an outdoor train track for one service user who has a real passion for all things locomotive.

Much of this was done in Graham's own time and is another example of SIL staff going the extra mile.

### **Braving the Snow**

The recent bout of severe weather proved yet again how fantastic the people who work in this organisation are.

Independent Living @ Home staff in particular really dug in (or should that be dug out) and were incredibly flexible and helpful in ensuring everyone that needed support got it.

It sounds so easy, but it is not and it is down to the commitment of all our staff that we continue to provide services throughout the year.

### **Supporting Creativity**

CD had studied at art college, but after a diagnosis of MS she put that at the back of her mind as daily life became more challenging.

One of SIL's support workers could see how frustrated she was becoming and supported CD to write with her left hand, but holding a pen was the main issue. Ready-made writing aids did not work, so after a little time and thought, Sellotape was found to be the answer.

CD's support worker would patiently lash her hand to the pen with reams of tape. One day she was writing a number four and realised it looked slightly like a bird. She began to scribble and doodle, drawing very basic birds with just a few lines, funny little pictures which she named 'Crazy Birds'.

Over time she has developed her drawings quite dramatically. They are not very big drawings but they are very, very detailed. They can take a lot of time to create but CD finds it very enjoyable and relaxing to do and the sense of achievement is magical.



# **SERVICES FOR INDEPENDENT LIVING (A COMPANY LIMITED BY GUARANTEE) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)**

**FOR THE YEAR ENDED 31 MARCH 2018**

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## **1. Introduction**

The Trustees present their report and accounts for the year ended 31 March 2018.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Standard applicable in the UK and Republic of Ireland (FRS 102) as amended for accounting periods commencing from 1 January 2016".

## **2. Structure, Governance & Management**

### **2.1 Constitution**

The charity is also a Company Limited by Guarantee and is therefore governed by its Memorandum and Articles of Association. It was incorporated on 24 December 2002. Registered charity status was obtained on 15 August 2003. SIL works with all disabled and older people who can benefit from our services.

### **2.2 Our Charitable Objects**

To relieve disabled people and their family carers through the provision and promotion of services which foster independent living and improve their conditions of life, and which assist disabled people and their family carers to actively participate in and integrate into society.

**Our Vision (the change we would like to see)**

Disabled people, older people and family carers are equally valued members of society

### **SIL's Mission**

Providing individual care and support services empowering people to lead an independent life at home.

### **SIL's Guiding Principles:**

- ✓ **Respect for all**
- ✓ **Equality for all**
- ✓ **Improve through creativity and innovation**
- ✓ **Use the skills of disabled people and family carers**

### **2.3 Public Benefit**

Trustees have carefully considered the guidance issued by the Charity Commission on public benefit duty and are satisfied that the organisation meets this requirement. All our activity is directed towards the benefit of disabled people and family carers with the aim of fostering equality through the provision of services and information.

### **2.4 Services provided in pursuit of public benefit:**

- Independent Living @ Home - domiciliary care service
- Employment Law advice and information to disabled people employing their own staff through a direct payment
- Payroll and financial management services to disabled people employing their own staff
- Shopmobility service (Hereford City) – Hire of scooters and wheelchairs to people with limited mobility
- Wellbeing Information and Signposting Herefordshire (WISH) service – Providing information about health and wellbeing services and community opportunities that promote independence and reduce isolation to the general public.

# **SERVICES FOR INDEPENDENT LIVING (A COMPANY LIMITED BY GUARANTEE) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2018**

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## **2.5 Achievement of objectives 2017/18**

SIL supported approximately 800 people over 2017/18 through the services outlined above (excluding WISH). The people who use SIL's services include people with physical disabilities, learning disabilities, mental health, Acquired Brain Injuries and carers. In addition to these figures, WISH had approximately 8,000 face to face, email or telephone contacts in 2017/18.

## **2.6 Governance**

Consistent with our vision SIL is a service user led/ controlled organisation, having a 51% majority of disabled Trustees. A register of interest is reviewed half yearly and declarations of potential conflict of interests is a standing agenda item at monthly Board meetings. The Trustees also operate the following committees which report to the Board; Finance, Human Resources (responsible for determining the pay of key management personnel having due regard to experience and some industry rates) and Marketing. Committee membership is determined by the skills and experience of individual Trustees.

Those Trustees serving are shown on the legal and administrative page

## **2.7 Recruitment of Trustees**

SIL uses various channels to attract and identify Trustees with the skills and knowledge to effectively direct the affairs of the charity, including external adverts.

Prospective Trustees complete an application form and a declaration of eligibility and have an interview with the Chair and Chief Executive. They are invited to attend 3 Board meetings, where they have speaking, but not voting, rights and are supplied with a role description / person specification / 'The Essential Trustee' guide. Post Board approval they sign a Contract / Code of conduct and Register of Interests. Access needs are determined in order to provide appropriate support and equipment. A comprehensive induction is provided.

Trustee Christine Warner sadly away passed in January 2018. She served as a Trustee for nearly 6 years and will be missed. We finished the period with 6 Trustees and 50% having experience of disability or family carer responsibilities. As a result, we initiated a recruitment drive for new Trustees and with an emphasis for disabled Trustees.

## **2.8 Evaluation of Board Performance**

The Board carried out a thorough review of internal governance arrangements and has changed the style and format of management reports to better reflect the information required by the Board. The Board is currently reviewing its committee structures to reflect the new style of reporting.

The Board reviewed and refreshed the three years strategy focussing on improving quality and efficiency and growth in 2017/8.

### **Quality & Impact**

CQC Rating – Good  
Disability Confident Leader Employer  
ACAS Model Workplace  
ISO 9001/2015 accredited

Also see section 1 - SU Stories/case studies from year book

## **2.9 Memberships**

SIL is a member of the following organisations and Alliances

- United Kingdom Home Care Association
- National Council of Voluntary Organisations
- Disability Rights UK
- Disability Wales



**SERVICES FOR INDEPENDENT LIVING  
(A COMPANY LIMITED BY GUARANTEE)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2018**

- Dementia Action Alliance
- Disability Action Alliance
- Making it Real (Think Local Act Personal)
- Herefordshire Disability United
- Torfaen Voluntary Alliance
- The Civil Society

SIL is a signatory to the Social Care Commitment; a promise to provide high quality social care services.

**2.10 Annual Risk Assessment**

All major risks have been reviewed and systems and procedures have been established to manage these risks. We undertake regular SWOT and PESTLE analysis and the key risk areas identified throughout 2017/18, these form part of SIL's Business Plan and are laid out in the table below:

Risk	Like- lihood	Impact	Score	Is risk increasing or decreasing	Notes
State of the Labour Market	4	5	20	No change	<ul style="list-style-type: none"> <li>• <b>Support Workers</b></li> </ul> <p>Brexit will have a negative impact on the number of people working in this area. Increases in National Living Wage will also make other sectors, particularly retail, look attractive to potential candidates. We are engaged with the local authority on a project to raise the profile of social care and encourage new people into care/support work.</p> <p>We will continue to focus on staff wellbeing, support and training with a view to being the 'employer of choice' locally. We will monitor pay rates and adjust in line with the market.</p> <p>We will continue to do very local targeting recruitment drives, through village shops/post offices etc when recruitment is difficult.</p> <ul style="list-style-type: none"> <li>• <b>General</b></li> </ul> <p>Generally unemployment continues to decrease in Herefordshire which may lead to fewer applications for vacancies.</p> <p>We will continue to actively market SIL and raise the profile of the organisation through all media outlets and via any other opportunities which arise.</p> <p>Concerns regarding posts which require specialist knowledge or at senior management level. (see below)</p>

**SERVICES FOR INDEPENDENT LIVING  
(A COMPANY LIMITED BY GUARANTEE)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2018**

<p>Project or service development</p> <ul style="list-style-type: none"> <li>• Compatibility with objects, plans and priorities.</li> <li>• Funding and financial viability.</li> <li>• Project viability.</li> <li>• Skills availability.</li> </ul>	4	5	20	Increase	<ul style="list-style-type: none"> <li>• To grow, the organisation will need to look at new areas of work which may change organisational priorities and/or need changes to the scope of the standing orders.</li> <li>• Development of new services may require new skills and accreditation</li> <li>• Capacity within SMT is an issue – although Marketing and Development post now in place</li> <li>• Business and operational plans currently being reviewed</li> <li>• Board agrees any new service development against charities objectives</li> <li>• Risk assessment before each new project or service</li> <li>• Each new development fully costed with management/central cost contribution included</li> </ul>
<p>Competition</p> <ul style="list-style-type: none"> <li>• Loss of contract income.</li> <li>• Reduced fund-raising potential</li> <li>• Reduced profile.</li> <li>• Profitability of trading activities.</li> </ul>	4	5	20	No Change	<ul style="list-style-type: none"> <li>• Majority of income is effected by competition</li> <li>• Currently not achieving success through brokerage (IL@H)</li> <li>• PESTLE and SWOT undertaken at least annually</li> <li>• SMT actively networking and building partnerships</li> <li>• Improved relationship with key commissioners/contract managers</li> <li>• New frameworks for 'homecare' and 'supported living' – it is unclear at present if we will need to be on both</li> <li>• Seems to be an increasing move to supporting people with complex needs in shared accommodation due to cost pressures</li> </ul>
<p>Government Policy</p>	4	5	20	No Change	<ul style="list-style-type: none"> <li>• Austerity measures are reducing local authority contract values.</li> <li>• Current austerity measures are generating greater competition for grant funding.</li> <li>• Current costs to central support and regulating organisations (eg. NCVO and CGC) mean they are passing on their costs to provider organisations.</li> <li>• NLW is still a big risk area – we have signed up to the HMRC's voluntary scheme regarding back payments for sleep-in duties, but this will take a year to be concluded.</li> </ul>

# SERVICES FOR INDEPENDENT LIVING (A COMPANY LIMITED BY GUARANTEE) TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2018**

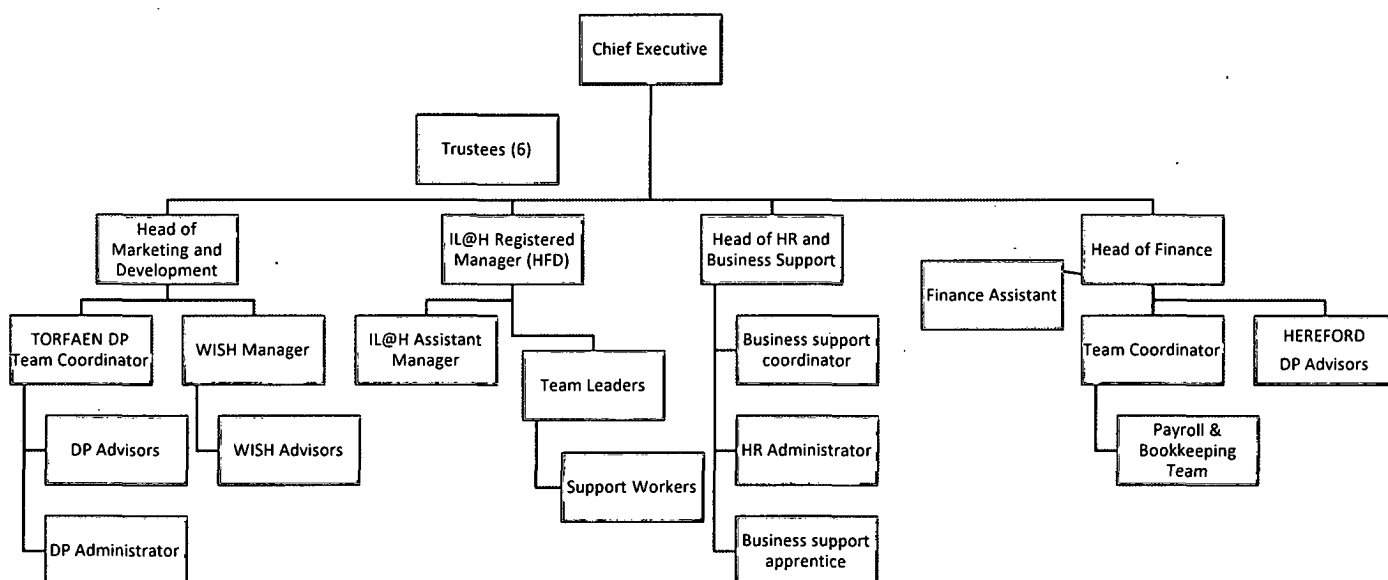
## 2.11 Organisational Structure

SIL promotes the employment of disabled people in line with our guiding principle, 'Using the skills of disabled people', and guarantees a job interview to disabled candidates meeting the essential criteria. Approximately 25% of staff are either disabled or have substantial caring responsibilities; our target is to achieve 30%. SIL holds the Disability Confident Leader' award.

Staff are based at Head Office in Leominster and at our sub office in Cwmbran, Wales. The Trustees delegate the day-to-day management ultimately to the Chief Executive, who heads a senior management team comprising Heads of Service, HR Manager and Finance Manager who report to the Board monthly. The remuneration of key management personnel is set by the Board of Trustees.

At 31 March 2018 SIL employed a headcount total of 111 staff: 33 are office based and 78 support workers.

### SIL Organogram



## 3. Achievements and Successes in 2017/18

Listed below are some of our organisational successes. Examples of individual success stories can be found in section 1 - A year in the life of a SIL Service user, staff and Trustees

- Maintained staff recruitment, turnover and sickness at sector leading levels
- Generated a surplus at year end
- CQC rating 'Good' across all areas
- ISO 9001/2015 accreditation
- Disability Confident Leader Status

## 4. Financial Review

The charity has had a strong year financially and achieved a surplus of £208,655 (2017 £89,904). It has managed to increase total income by £151,467 in comparison to last year and this has mainly been within the domiciliary care service, independent living at home activity.

Total expenditure has increased by £32,716 however this has been due to staff costs and recruiting two further members to the team, overall the charity has controlled its costs well over the course of the year.

**SERVICES FOR INDEPENDENT LIVING  
(A COMPANY LIMITED BY GUARANTEE)  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2018**

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**Reserves policy**

The total funds held by the charity at the year end amounted to £811,002 (2017 £602,347), this included restricted funds of £13,721 (2017 £6,430).

Free reserves which includes the amount of unrestricted funds at the year excluding tangible fixed assets amounted to £536,132 (2017 £327,530).

The Trustees have decided that the unrestricted funds which have not been designated for a specific use together with the value of the head office building should be maintained at a level of the total cost of closure. The Trustees consider that this is a responsible way to maintain reserves and this level of reserves has been maintained throughout the year.

**5. Plans and Priorities 2018-19**

Our strategy for 2018/19 is to:


- Increase our footprint
- Increase the number of services we offer
- Increase the number of disabled people we employ
- Involve the people who use our services and our staff in service and organisational developments

Each service has a set of targets related to the strategy which are reported in monthly management reports to the board.

**6. Disclosure of information to auditors**

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

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



**J Rogers**  
Trustee

**Dated 6 September 2018**

# **SERVICES FOR INDEPENDENT LIVING**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

***FOR THE YEAR ENDED 31 MARCH 2018***

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The trustees, who are also the directors of Services for Independent Living for the purpose of company law, are responsible for preparing the Trustees' 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

# SERVICES FOR INDEPENDENT LIVING

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF SERVICES FOR INDEPENDENT LIVING

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#### Opinion

We have audited the financial statements of Services for Independent Living (the 'charity') for the year ended 31 March 2018 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

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 2018 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

#### Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

# SERVICES FOR INDEPENDENT LIVING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF SERVICES FOR INDEPENDENT LIVING

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#### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

#### Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



**Sarah Morley ACA (Senior Statutory Auditor)**  
for and on behalf of Kendall Wadley LLP

6 September 2018

**Chartered Accountants**  
**Statutory Auditor**

Granta Lodge  
71 Graham Road  
Malvern  
Worcestershire  
WR14 2JS

Kendall Wadley LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

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# SERVICES FOR INDEPENDENT LIVING

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2018

		Unrestricted funds	Restricted funds	Total 2018	As restated Total 2017
	Notes	£	£	£	£
<b>Income from:</b>					
Donations and legacies	3	746	-	746	254
Charitable activities	5	1,749,399	228,362	1,977,761	1,826,583
Investments	6	199	-	199	402
<b>Total income</b>		<b>1,750,344</b>	<b>228,362</b>	<b>1,978,706</b>	<b>1,827,239</b>
<b>Expenditure on:</b>					
<u>Charitable activities</u>					
Torfaen DPSS	7	-	87,303	87,303	89,882
ILH	7	1,418,948	-	1,418,948	1,355,245
Financial Administration	7	-	-	-	45,584
Payroll	7	-	-	-	48,435
Shopmobility	7	-	16,183	16,183	24,336
Hereford DPSS	7	123,817	-	123,817	26,943
Wish	7	-	123,800	123,800	146,910
<b>Total resources expended</b>		<b>1,542,765</b>	<b>227,286</b>	<b>1,770,051</b>	<b>1,737,335</b>
<b>Net incoming resources before transfers</b>		<b>207,579</b>	<b>1,076</b>	<b>208,655</b>	<b>89,904</b>
Gross transfers between funds	4	(6,215)	6,215	-	-
<b>Net income for the year/ Net movement in funds</b>		<b>201,364</b>	<b>7,291</b>	<b>208,655</b>	<b>89,904</b>
Fund balances at 1 April 2017 as restated	21	595,917	6,430	602,347	512,443
<b>Fund balances at 31 March 2018</b>		<b>797,281</b>	<b>13,721</b>	<b>811,002</b>	<b>602,347</b>

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.



# SERVICES FOR INDEPENDENT LIVING

## BALANCE SHEET

AS AT 31 MARCH 2018

	Notes	2018 £	£	As restated 2017 £	£
<b>Fixed assets</b>					
Tangible assets	11		261,149		268,387
<b>Current assets</b>					
Debtors	13	199,443		235,285	
Cash at bank and in hand		459,555		222,038	
		658,998		457,323	
<b>Creditors: amounts falling due within one year</b>	14	(109,145)		(123,363)	
Net current assets			549,853		333,960
<b>Total assets less current liabilities</b>			811,002		602,347
<b>Income funds</b>					
Restricted funds	16		13,721		6,430
Unrestricted funds			797,281		595,917
			811,002		602,347

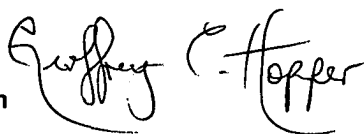
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2018, although an audit has been carried out under section 144 of the Charities Act 2011. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for 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 incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

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

The accounts were approved by the Trustees on 6 September 2018

G Hopper  
Vice-chairman



J Rogers  
Treasurer



Company Registration No. 04624968

# SERVICES FOR INDEPENDENT LIVING

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2018

	Notes	2018 £	£	As restated 2017 £	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	20		242,150		49,407
<b>Investing activities</b>					
Purchase of tangible fixed assets		(4,832)		(4,341)	
Interest received		199		402	
<b>Net cash used in investing activities</b>			(4,633)		(3,939)
<b>Net cash used in financing activities</b>			-		-
<b>Net increase in cash and cash equivalents</b>			237,517		45,468
Cash and cash equivalents at beginning of year			222,038		176,570
<b>Cash and cash equivalents at end of year</b>			459,555		222,038

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS

**FOR THE YEAR ENDED 31 MARCH 2018**

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### **1 Accounting policies**

#### **Company information**

Services for Independent Living is a private company limited by guarantee and was registered in England and Wales. The registered office is 1 Owen Way, Leominster Enterprise Park, Leominster, Herefordshire, HR6 0LA.

#### **1.1 Accounting convention**

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

#### **1.2 Going concern**

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### **1.3 Charitable funds**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

#### **1.4 Incoming resources**

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Voluntary income is recognised as incoming resources when receivable, except insofar as they are incapable of financial measurement.

Turnover is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

### 1 Accounting policies

(Continued)

#### 1.5 Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be recovered.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Creditors represent the amount the charity anticipates it will pay to settle a debt or a provision for goods and services it has received not yet invoiced, measured at settlement amount.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% on cost for buildings, no depreciation on land
Fixtures, fittings & equipment	25% and 33% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/ expenditure for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short-term liquid investments with original maturities of three months or less.

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

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### 1 Accounting policies

(Continued)

#### 1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

##### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method. Financial assets classified as receivable within one year are not amortised.

##### **Basic financial liabilities**

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

##### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

#### 1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

#### 1.12 Leases

Rentals payable under operating leases, including any lease incentives received, are charged to income on a straight line basis over the term of the relevant lease.

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

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### 2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

### 3 Donations and legacies

	2018	2017
	£	£
Donations and gifts	746	254
	<u>      </u>	<u>      </u>

### 4 Transfers

A transfer of £6,215 has been made from unrestricted to restricted funds to cover the deficit incurred on the shopmobility service.

## SERVICES FOR INDEPENDENT LIVING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

#### 5 Charitable activities

	Torfaen DPSS	ILH	Financial Administration	Payroll	Shopmobility	Hereford DPSS	Wish	Total 2018	Total 2017
	£	£	£	£	£	£	£	£	£
Charitable activities income	91,390	1,576,307	-	-	13,887	166,005	130,172	1,977,761	1,826,583
Analysis by fund									
Unrestricted funds	-	1,576,307	-	-	7,087	166,005	-	1,749,399	
Restricted funds	91,390	-	-	-	6,800	-	130,172	228,362	
	91,390	1,576,307	-	-	13,887	166,005	130,172	1,977,761	
<b>For the year ended 31 March 2017</b>									
Unrestricted funds	-	1,436,171	61,802	52,236	14,467	24,845	-	1,589,521	
Restricted funds	83,890	-	-	-	13,000	-	140,172	237,062	
	83,890	1,436,171	61,802	52,236	27,467	24,845	140,172	1,826,583	

## SERVICES FOR INDEPENDENT LIVING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

#### 5 Charitable activities

(Continued)

	Torfaen DPSS	ILH	Financial Administration	Payroll	Shopmobility	Hereford DPSS	Wish	Total 2018	Total 2017
	£	£	£	£	£	£	£	£	£
<b>Grant income included in charitable activities:</b>									
Torfaen County Council Service Level Agreement	91,390	-	-	-	-	-	-	91,390	83,890
Hereford City Council Service	-	-	-	-	-	-	-	-	3,000
Herefordshire Council Service Level Agreement	-	-	-	-	-	-	130,172	130,172	140,172
Eveson Trust	-	-	-	-	6,800	-	-	6,800	10,000
	<u>91,390</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>6,800</u>	<u>-</u>	<u>130,172</u>	<u>228,362</u>	<u>237,062</u>

Activities relating to Financial Administration, Payroll and Hereford Employment Services fall under the heading Hereford DPSS this year.



## SERVICES FOR INDEPENDENT LIVING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2018**

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#### **6 Investments**

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Interest receivable	199	402
	<u>          </u>	<u>          </u>

## SERVICES FOR INDEPENDENT LIVING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

7	Charitable activities								As restated
	Torfaen DPSS	ILH	Financial Administration	Payroll	Shopmobility	Hereford DPSS	Wish	Total 2018	Total 2017
	£	£	£	£	£	£	£	£	£
Staff costs	71,273	1,163,252	-	-	9,736	96,562	95,979	1,436,802	1,381,732
Depreciation and impairment	-	3,108	-	-	2,118	74	846	6,146	4,982
Travel expenses	1,422	12,618	-	-	59	825	711	15,635	16,642
Training expenses	-	23,381	-	-	-	150	-	23,531	18,216
Telephone	591	-	-	-	496	-	218	1,305	6,310
Print, postage and stationery	406	4,002	-	-	402	-	1,170	5,980	6,825
Agency costs	-	2,650	-	-	-	-	-	2,650	3,146
Insurance	-	-	-	-	-	-	-	-	1,252
Consumables and other	8,439	7,580	-	-	789	4,984	353	22,145	39,791
	82,131	1,216,591	-	-	13,600	102,595	99,277	1,514,194	1,478,896
Share of support costs (see note 8)	5,019	196,233	-	-	2,507	20,597	23,817	248,173	251,818
Share of governance costs (see note 8)	153	6,124	-	-	76	625	706	7,684	6,621
	87,303	1,418,948	-	-	16,183	123,817	123,800	1,770,051	1,737,335

## SERVICES FOR INDEPENDENT LIVING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

7	Charitable activities	(Continued)							
	Torfaen DPSS	ILH	Financial Administration	Payroll	Shopmobility	Hereford DPSS	Wish	Total 2018	Total 2017
Analysis by fund									
Unrestricted funds	-	1,418,948	-	-	-	123,817	-	1,542,765	-
Restricted funds	87,303	-	-	-	16,183	-	123,800	227,286	-
	<u>87,303</u>	<u>1,418,948</u>	<u>-</u>	<u>-</u>	<u>16,183</u>	<u>123,817</u>	<u>123,800</u>	<u>1,770,051</u>	<u>-</u>
For the year ended 31 March 2017									
Unrestricted funds	5,127	1,355,245	45,584	48,435	-	26,943	-	-	1,481,334
Restricted funds	84,755	-	-	-	24,336	-	146,910	-	256,001
	<u>89,882</u>	<u>1,355,245</u>	<u>45,584</u>	<u>48,435</u>	<u>24,336</u>	<u>26,943</u>	<u>146,910</u>	<u>-</u>	<u>1,737,335</u>

Activities relating to Financial Administration, Payroll and Hereford Employment Services fall under the heading Hereford DPSS this year.

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2018

### 8 Support costs

	Support costs £	Governance costs £	2018 £	2017 £	Basis of allocation
Staff costs	176,322	-	176,322	155,246	
Depreciation	5,924	-	5,924	4,123	
Heat and light	3,185	-	3,185	3,034	
Rates	2,063	-	2,063	1,906	
Repairs and maintenance	-	-	-	792	
Building maintenance	2,788	-	2,788	5,163	
Print, postage and stationery	7,998	-	7,998	8,008	
Insurance	6,734	-	6,734	11,893	
Computer costs	19,708	-	19,708	26,917	
Accreditation fees	617	-	617	2,371	
Bank charges	1,929	-	1,929	1,584	
Subscriptions	1,438	-	1,438	2,809	
Consumables and other costs	6,465	-	6,465	8,950	
Telephone	8,730	-	8,730	8,060	
Marketing	3,526	-	3,526	2,508	
Legal and Professional	746	-	746	8,454	
Accountancy	-	6,248	6,248	4,495	Governance
Committee meeting room hire	-	1,436	1,436	2,126	Governance
	<u>248,173</u>	<u>7,684</u>	<u>255,857</u>	<u>258,439</u>	
Analysed between Charitable activities	<u>248,173</u>	<u>7,684</u>	<u>255,857</u>	<u>258,439</u>	

The above costs are apportioned to charitable activities on a time spent basis.

Governance costs includes payments to the auditors of £4,300 (2017- £3,995) for audit fees.

### 9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, none of the trustees were reimbursed for travel expenses (2017- 2 were reimbursed £115).

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

### 10 Employees

#### Number of employees

The average monthly number employees during the year was: -

	2018 Number	2017 Number
Direct charitable activity	91	89
Support	9	9
	<u>100</u>	<u>98</u>

Employment costs	2018 £	As restated 2017 £
Wages and salaries	1,504,972	1,438,227
Social security costs	93,876	97,536
Other pension costs	14,276	1,215
	<u>1,613,124</u>	<u>1,536,978</u>

There were no employees whose annual remuneration was £60,000 or more.

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

### 11 Tangible fixed assets

	Freehold land and buildings	Fixtures, fittings & equipment	Total
	£	£	£
<b>Cost</b>			
At 1 April 2017	341,501	64,476	405,977
Additions	-	4,832	4,832
Disposals	-	(8,628)	(8,628)
At 31 March 2018	341,501	60,680	402,181
<b>Depreciation and impairment</b>			
At 1 April 2017	84,925	52,665	137,590
Depreciation charged in the year	3,424	8,646	12,070
Eliminated in respect of disposals	-	(8,628)	(8,628)
At 31 March 2018	88,349	52,683	141,032
<b>Carrying amount</b>			
At 31 March 2018	253,152	7,997	261,149
At 31 March 2017	256,576	11,811	268,387

### 12 Financial instruments

	2018 £	As restated 2017 £
<b>Carrying amount of financial assets</b>		
Debt instruments measured at amortised cost	191,101	229,056
<b>Carrying amount of financial liabilities</b>		
Measured at amortised cost	65,576	80,754

### 13 Debtors

	2018 £	2017 £
<b>Amounts falling due within one year:</b>		
Trade debtors	165,177	207,727
Other debtors	25,924	21,329
Prepayments and accrued income	8,342	6,229
	199,443	235,285

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

14 Creditors: amounts falling due within one year	2018 £	As restated 2017 £
Other taxation and social security	43,569	42,609
Trade creditors	4,377	19,491
Other creditors	2,655	1,644
Accruals and deferred income	58,544	59,619
	<u>109,145</u>	<u>123,363</u>

### 15 Retirement benefit schemes

#### Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to the statement of financial activities in respect of defined contribution schemes was £14,276 (2017 £1,215).

### 16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			
	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £
				Balance at 31 March 2018 £
Direct payment support service (Torfaen)	-	91,390	(87,303)	-
Eveson Charitable Trust	3,168	6,800	(16,183)	6,215
Wish Fund	3,262	130,172	(123,800)	-
	<u>6,430</u>	<u>228,362</u>	<u>(227,286)</u>	<u>6,215</u>
				<u>13,721</u>

Direct payment support service (Torfaen) - This fund represents funding received under a service level agreement from Torfaen Council amounting to £91,390.

Eveson Charitable Trust - This grant was awarded to enable SIL to meet a deficit in the shopmobility service running costs so that SIL can continue to provide the service whilst exploring options for long term financial sustainability.

Wish Fund - Monies received to provide the Information advice and Signposting Hub Service to co-ordinate information relating to well-being healthcare and support available in Herefordshire.

## SERVICES FOR INDEPENDENT LIVING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

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#### 17 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2018 are represented by:			
Tangible assets	261,149	-	261,149
Current assets/(liabilities)	536,132	13,721	549,853
	<u>797,281</u>	<u>13,721</u>	<u>811,002</u>



# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

### 18 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2018 £	2017 £
Within one year	8,666	22,106
Between two and five years	-	3,888
	<u>8,666</u>	<u>25,994</u>

### 19 Related party transactions

#### Remuneration of key management personnel

The remuneration of key management personnel, who are also officers of the charity, is as follows.

	2018 £	2017 £
Aggregate compensation	<u>51,406</u>	<u>50,388</u>

#### Transactions with related parties

At the year end £1,069,182 (2017 - £915,674) cash was being held separately in a client bank account by the charity on behalf of its service users in connection with the Payroll and Managed Accounts Service, to which the charity operates in an agent capacity.

The charity has previously recognised this asset with associated liability in the balance sheet, however, has now elected to disclose this information by way of note as permitted by section 19.13 of the SORP.

During the year 3 trustees received services from the charity amounting to £3,838 (2017 - £3,863), at the balance sheet date £655 (2017 - £210) was outstanding.

# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

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20	Cash generated from operations	2018	As restated
		£	2017 £
	Surplus for the year	208,655	89,904
	Adjustments for:		
	Investment income recognised in profit or loss	(199)	(402)
	Depreciation and impairment of tangible fixed assets	12,070	9,105
	Movements in working capital:		
	Decrease/(increase) in debtors	35,842	(6,005)
	(Decrease) in creditors	(14,218)	(43,195)
	<b>Cash generated from operations</b>	<u>242,150</u>	<u>49,407</u>

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# SERVICES FOR INDEPENDENT LIVING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

### 21 Prior period adjustment

#### Changes to the balance sheet

		At 31 March 2017		
Balances as restated:		As previously reported	Adjustment	As restated
		£	£	£
<b>Current assets</b>				
Bank and cash	1	1,137,712	(915,674)	222,038
Creditors due within one year	1 & 2	(985,157)	861,794	(123,363)
<b>Capital funds</b>				
<b>Income funds</b>				
Restricted funds		6,430	-	6,430
Unrestricted funds	2	649,797	(53,880)	595,917
<b>Total equity</b>		<u>656,227</u>	<u>(53,880)</u>	<u>602,347</u>

#### Changes to the statement of financial activities

		Period ended 31 March 2017		
Net movement in funds as restated:		As previously reported	Adjustment	As restated
		£	£	£
Charitable activities	2	1,738,113	(778)	1,737,335
Net movement in funds		<u>89,126</u>	<u>778</u>	<u>89,904</u>

#### Notes to prior period adjustments

##### 1. Client account monies

As permitted by section 19.13 of the SORP the charity has now elected to disclose assets held on behalf of service users and the associated liability due to them by way of a note to the financial statements rather than include on the balance sheet of the charity (see note 18).

##### 2. Wage and holiday pay accrual

On transition to FRS 102 provision of wage and holiday pay accrual was quantified and found to be immaterial to the financial statements on an annual basis. The cumulative liability is now recognised and has the impact on the financial statements as shown above.