



# **action on disability**

A Company Limited by Guarantee

**Company No. 4237604**

**Charity No. 1091518**

## **Report and financial statements**

**For the year ended**

**31 March 2017**

# Action on Disability

## Report and financial statements For the year ended 31 March 2017

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# Action on Disability

## Report and financial statements For the year ended 31 March 2017

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### Reference and administrative information

<b>Trustees:</b>	Victoria Brignell (Chair from 2 <sup>nd</sup> November 2016, Vice Chair until 2 <sup>nd</sup> November) Patrick McVeigh (Chair until 2 <sup>nd</sup> November 2016, Vice Chair from 2 <sup>nd</sup> November 2016) Angeleca Silversides, Vice Chair (from 2 <sup>nd</sup> November 2016) Jane Wilmott, Vice Chair (resigned on 2 <sup>nd</sup> November 2016) Peter Harden, Treasurer Rudi Breakwell-Bos Paula Craig Felicity Mason (resigned on 18 <sup>th</sup> August 2016) Gabriella Zahzouh
<b>Co-opted Adviser:</b>	Fiona Anderson Raj Kumar (from 4 <sup>th</sup> August 2016)
<b>Company Secretary:</b>	Kamran Mallick (until 8 <sup>th</sup> May 2017) David Buxton (from 8 <sup>th</sup> May 2017)
<b>Chief Executive:</b>	Kamran Mallick (until 8 <sup>th</sup> May 2017) David Buxton (from 8 <sup>th</sup> May 2017)
<b>Company number:</b>	4237604
<b>Charity number:</b>	1091518
<b>Registered office:</b>	Normand Croft School, Lillie Road, London, SW6 7SR
<b>Auditors:</b>	Goldwins Limited 75 Maygrove Road West Hampstead London NW6 2EG
<b>Bankers</b>	Lloyds TSB, 417 North End Road, Fulham, London, SW6 1NS  CAF BANK Ltd 25 King Hill Avenue, Kings Hill, Kent, ME19 4JQ

## Trustees Annual Report 2016-17

### Summary

The trustees are pleased to present the annual report and accounts for the year 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017.

#### Vision

To be part of and promote an inclusive society free of disabling barriers where all individuals are equal.

#### Mission

As a user led organisation managed and controlled by disabled people is to:

- Campaign for the rights of disabled people and influence local and national policy and practice.
- Deliver high quality professional accessible activities which promote independent living.
- Give disabled people the knowledge and confidence about their rights enabling them to access opportunity, make choices and live independently.

#### Key achievements of 2016-17

- Successful launch of new internship site – Charing Cross Hospital
- Youth Service successful outcomes for joint project with Lyric Hammersmith funded by Arts Council.
- Successful Peer Supports attracted weekly participation by over 30 disabled people a week
- Organisation relocated to Normand Croft Community School – purpose designed space offering modern office space and a dedicated I.T. training suite.
- Move to cloud based working (Office 365 and AoD Cloud) – enabled all staff who are remotely based to have full access to file storage and access to shared documents. More flexible working for all staff as a result.
- Ended the year in a surplus financial position for the second year running.

#### Significant events

- New joint employment service “Project Reach” launched in partnership with Hammersmith & Fulham Mind with AoD as lead partner. The service works with and supports disabled adults who have been long term unemployed.
- Negotiations to bring the Direct Payments support service back under the control of disabled people led organisations took a major step with local authority funding a review of current provision. This is to guide the new service which will be put out to tender in 2017/18. Disabled Peoples Organisation RUILS was successful in bidding to carry out review as an independent 3<sup>rd</sup> party.



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### Trustees' Annual Report

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- Significant progress made with plans to create a bespoke building for the charity. Land identified and agreement with LBHF reached for this to be provided to Shepherds Bush Housing Association at zero cost. Initial planning permission discussions started.

## Achievements and performance 2016-17

### Advocacy Service

The Adult Advocacy Service provides free, independent, confidential support to people over the age of 18 who are eligible for social care.

Action on Disability is the lead of a partnership that includes the local Mind and Mencap organisations. The partnership delivers generic advocacy, specialist advocacy for people with learning difficulties and complex needs and specialist mental health advocacy.

Our advocates' work alongside individuals in a supportive empowering partnership ensuring;

- the person's voice and views are heard,
- they have access to information on their rights and options
- they have support to consider options and make decisions
- they are afforded fair and equal treatment

Service users are made aware of the potential risks as well as benefits of any chosen course of action.

We promote self-advocacy by supporting service users to speak on their own behalf.

We place great emphasis on person-centred working, accessibility and being accountable to those who use our service.

### Outputs

All the advocates in the partnership have completed training for the Qualification in Independent Advocacy and are in the process of completing their portfolios for assessment. This qualification is a requirement of the Care Act and was funded by Hammersmith and Fulham council.

In 2016-17 the Advocacy Partnership provided advocacy on 441 cases for 316 service users, of these 32 cases were for statutory advocacy related to the Care Act.

AoD's generic advocacy team worked on 225 cases for 141 service users. A further 234 people who contacted generic advocacy were not eligible for our service. However, we gave information to those people and referred or signposted them to other services where appropriate. Many of these ineligible requests required research, phone calls and emails to point the person in the right direction.

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### Trustees' Annual Report

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#### Outcomes

Advocates supported service users to look at their options, challenge decisions they were not happy with, and ensured a clear explanation was given of why decisions were made. Cases that we worked on this year include the following:

- 19 service users had social care assessments/reviews ensuring that they received the level of service to which they are entitled.
- 3 service users had support around Continuing Healthcare – they find the process daunting and were pleased to have the support of an advocate
- 5 service users had their care package increased to meet changing need. All said it would not have happened without advocacy.
- 6 service users supported to resolve issues with care provider – they reported feeling secure in knowing there was an advocate to take their side
- 4 service users supported with child protections proceedings
- 3 service users supported with safeguarding investigations
- 12 service users supported to get equipment/adaptations which increased their independence
- 26 service users supported to access services including, financial advice, Wheelchair Service, occupational therapy, parenting support and mental health services, thus, easing stress and anxiety and promoting wellbeing.
- 12 service users support to access befriending and social groups thereby reducing social isolation
- 4 service users supported to deal with issues relating to finance/debt/arrears
- 5 service users supported to deal with legal issues

In addition, in line with AoD's ethos and when capacity allows, we are flexible about providing short-term or one-off advocacy for disabled people who do not meet the criteria for a service with us or anyone else. These are people who fall between the gaps in provision but have great need for advocacy to prevent their circumstances deteriorating.

#### **Advocacy Objectives for 2017-18**

1. Advocates to complete the Qualification in Independent Advocacy
2. Work with Mind and Mencap partners to develop the service
3. Explore funding possibilities and joint funding bids with partners
4. Raise profile of the service across the borough focusing mainly on the north
5. Increase service users' confidence to self-advocate.
6. Build relationships with social services staff and encourage joint working.

## **Employment Service**

AoD continues to set the agenda for disability employment in West London and has devised new approaches that are achieving great results. We have carved out a role, and a reputation, for setting up and delivering supported internships for people with learning difficulties.

This year we provided management, job-coaching and employer engagement for 51 young people with learning disabilities across our 6 internships and delivered employment services to

## Action on Disability

### Trustees' Annual Report

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another 53 H&F residents with disabilities or mental health conditions in partnership with H&F MIND focussing on individual employment pathways.

We continue to try to level the playing field for disabled candidates by creating an inclusive society, more diverse work forces and increased disability confidence with employers.

### 2016-17 Highlights

- Worked with over 150 disabled people across London over the year.
- In September 2016, Project SEARCH at Charing Cross Hospital was launched. At graduation in June 2017, 6 of the 12 interns had already secured paid employment either within the hospital or with local employers.
- Launch of the Hounslow Business Advisory Council (HBAC) in January 2017 after much planning by the AoD team at the Civic Centre. It was attended by Premier Inn (hosts), GSK, Heathrow Academy, Carillion, Sky and Holiday Inn.

### Employment Objectives for 2017-18

1. Developing High street internship in partnership with Inclusion London.
2. Expanding employment team to meet the needs of the growing demand of the Supported Internships.
3. Identify potential internship sites and network with local authorities and colleges with a view to developing partnerships
4. Replicate the HBAC (Hounslow Business Advisory Committee) model within boroughs local to current Internships with a view to creating pathways to employment opportunities
5. Design a self-funding model for a follow-on service for graduates that focusses on in-work support and job development.

## Independent Living Services

### AoD Connect:

- **IT Connect:** volunteers teach basic IT related skills. This can include PC, laptops, smart phones, tablets, eReaders, and study Learn My Way, 8 short interactive online courses covering the basics of IT and access to health information online
- **Knitting Pearls Social Club:** weekly group where volunteers teach knitting, crochet, & sewing, with the importance of social contact added.
- **Health & Wellbeing Club:** aimed at enabling people to continue accessing speakers and activities relating to all aspects of personal health and wellbeing.
- **Direct Payments Peer Support Group:** enabling people on Direct Payments to talk, to give and receive basic support, problem solve, learn from each other and share experiences.
- **Travel Connect:** supporting disabled people to apply for concessionary transport including: Dial A Ride, Blue Badge, Freedom Pass, Taxicard Scheme, Disabled Persons Railcard.
- **Disability Equality and Confidence Building** - regular workshops run by a trained Disabled Coach and Mentor, teaching disabled people: personal confidence skills and techniques, what their rights are as a disabled person.

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- **Back on Track** - monthly workshops delivered by Back on Track Trained Psychologists, focusing on people improving people's personal mental health and wellbeing.
- **Volunteer Management**

All these services bring disabled people together to pool their knowledge, share barriers and solutions and to learn about their rights and acquiring new skills to further their independence.

### 2016-17 Highlights

- From a total of 442 AoD Connect Project Members, 240 active members accessed our Peer Support Project (AoD Connect) 2455 times.
- Disability Connect has established positive links with Health Trainer services in Westminster
- Under the Travel Connect project there have been successful applications for 3 Taxicards, 2 Blue Badges, 1 Freedom Pass and 4 Disabled Persons Railcards. In addition, 12 people purchased a RADAR key.

### Independent Living Objectives for 2017-18

1. Increase publicity of the project to create greater awareness
2. Create more accessible services for a wider range of impairments.
3. Increase access to mainstream activities online.
4. Increase personal physical and mental health and wellbeing by supporting someone to manage their own health more effectively.
5. Increase the ability to access a broader, more diverse IT related base.
6. Increase confidence, knowledge, and skills to challenge poor access and discrimination.
7. Increase personal citizenship and encourage positive participation in the community.
8. Decrease isolation and loneliness.

## Welfare Benefits Advice Service

The Welfare Benefits Service (**WBS**) at AoD comprises the Welfare Benefits Project (**WBP**) and Disabled Children's Services (**DCS**). The WBP is a benefits advice service for disabled adults and carers who live or work in Hammersmith and Fulham borough.

DCS is funded by Children's Services at Hammersmith and Fulham council. DCS is a benefits advice service for the families and carers of disabled children who live or work in Hammersmith and Fulham borough.

A number of volunteers assist with various tasks such as form-filling, accompanying our, for moral support, clients to ESA Work Capability Assessments, PIP assessments, Work-Focused Interviews and Social Security Appeal Tribunals. They do not offer Welfare Benefits advice to our clients nor do they represent at appeal hearings. The AoD acknowledges the significant contribution these volunteers make.

### Welfare Benefits Service Financial Outcomes for the year

#### Disabled Children's Service



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Number of cases:	<b>229</b>
One-off backdated payments:	<b>£74,687.61</b>
Increased weekly income:	<b>£16,901.38</b>
Most benefits have an award period of at least 52 weeks, therefore the total yearly figure for these clients is:	<b>£878,871.76</b>

The service handled 302 telephone calls over the year. 78 of these calls entailed advice-giving lasting on average 10 minutes per call.

### Disabled Adults Service

Number of cases:	<b>310</b>
One-off backdated payments:	<b>£68,416.17</b>
Increased weekly income:	<b>£6,502.25</b>
Most benefits have an award period of at least 52 weeks, therefore the total yearly figure for these clients is:	<b>£338,117.00</b>

The WBP receive about 40 to 50 phone calls a week, some of which entail some form of advice-giving lasting at least 10 minutes per call.

### Welfare Benefits Objectives for 2017-18

- Disabled Children's Service (DSC) to trial a half-day Outreach Service once a month at Queensmill School. The demand is there and we would expect it to continue indefinitely.
- WBS to try and establish closer links, by way of nominated liaison Officers, with the various DWP departments, local authority benefit departments, Tax Credit and Child Benefit departments.
- Charity Log (case management system) to be up and running as soon as possible

## Youth Service

We deliver an annual youth curriculum project where young disabled people can be healthy, stay safe, enjoy and achieve their aims, make a positive contribution, aspire to achieve economic wellbeing, and have access to services and support they need to lead ordinary lives. We continue to emphasise inclusion and progression, ensuring that young disabled people are offered opportunity and choice leading to independence.

### 2016-17 Highlights

- During this year 15 young disabled people participated in the Duke of Edinburgh (DofE) Awards Scheme and completed a one-week sailing expedition and four have completed to Gold level.
- Over the course of the year 119 young disabled people have taken up 542 sports opportunities. There has been a significant increase in mainstream sports providers engaging with AoD with the aim of becoming inclusive so that young disabled people can access sports and physical activities.

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- In partnership with Lyric Hammersmith the Journeys Youth Company delivered an outstanding performance piece in April on the theme of "No man is an island". We also delivered an inclusive dance project called Move it Mondays in partnership with DanceWest which included a showcase performance at the Ignition Festival.
- Over the course of the year, AoD Youth Service delivered 8 regular different projects which amounted to 252 days of contact delivery with over 130 different young people regularly attending

### Youth Service Objectives for 2017-18

1. To review agreements for office space at both Lyric Hammersmith and Cambridge school and proceed as appropriate.
2. To complete delivery of 2 LBH&F contracts to January 2018 with a 3<sup>rd</sup> running to March 2018 (Targeted Holidays, Community Clubs and Children with Disabilities). This includes delivery of our volunteering program and our Duke of Edinburgh (DofE) Awards scheme.
3. To ensure engagement with the introduction of the Integrated Family Support Service (IFSS) and any potential outcome and/or intention for youth services moving forward. To act accordingly based on those outcomes and intentions.
4. To continue to maintain and where appropriate develop inclusive initiatives with a cross section of partners.
5. To ensure that young disabled people with high and/or complex needs continue to access and inform our service, ensuring their inclusion.
6. To secure funding to ensure AoD Youth service has capacity to manage and coordinate an outcome based series of projects.
7. To complete delivery of our Arts Council Funded Journeys Youth Company project in partnership with Lyric Hammersmith.
8. To continue to work in partnership with DanceWest delivering an inclusive dance project; Move it Mondays.
9. Where capacity allows secure funding, and introduce a partnership inclusive Music project.
10. To maintain a multi-agency approach to safeguarding and supporting all young people who access Action on Disability to be safe from harm.

## Financial review

A successful year which ended with a surplus for the second year running. This has been achieved by securing funding for projects that the charity had supported through reserves in the previous period, bringing in additional income and also restructuring teams and reducing numbers of senior managers.

- In this financial year there have not been any one significant event that has contributed to the financial performance. We have been responsive to situations as they arose and have been careful to work within agreed budgets, control costs and restructure teams appropriately.
- The principle sources of funding for the charity are derived from a number of different contracts, grant awards and earned income.
- There are no pension liabilities arising from obligations to a defined benefit pension scheme or pension asset on the financial position of the charity.

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### Trustees' Annual Report

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- The charity holds no material financial investments, other than our reserves account which is held with CAF bank.

### Reserves policy

Our unrestricted funds as at 1 April 2017 were £148,778 in general funds. The current reserves policy as agreed by the trustees is a minimum of 25% of annual expenditure or 3 months running costs in the current financial year to preserve AoD's cash flow and to meet any unexpected contingencies. For the year a 25% target would require a reserve of £253,384 in unrestricted general funds. The present level of reserves of £148,778 available to the charity falls significantly short of this target level. The Board of Trustees is well aware that it is unlikely that the target range can be reached for at least three years. In the short term, the Board has also considered the extent to which existing activities and expenditure could be curtailed should this be necessary, and have agreed to set a balanced year.

### Going concern

There are no concerns about the Charity's ability to meet all of its financial and contractual obligations in the year ahead. The charity is a going concern.

### Principal risks and uncertainties

The Finance and General Purposes Committee has conducted a review of the major risks to which the charity is exposed. We have a risk register which is updated annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan, which will allow for the diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects.

Cash flow remains the greatest risk. With a number of grants/contract funds being released in arrears requires careful planning. Cash flow projections from the Finance Manager enable the CEO to give advance notice to the Board of Trustees of any periods when temporary support is required from reserves.

Regular supervision and yearly appraisals for staff and volunteers ensure compliance with employment laws. Improved internal communication with staff and volunteers ensures everyone feels part of one organisation. Procedures are in place to ensure compliance with health and safety of staff, volunteers, service users and visitors to the centre.

The CEO reports to the board key risks on a quarterly basis and any mitigating actions proposed.

## Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated in June 2001 and registered as a charity in April 2002. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up

## Action on Disability

### Trustees' Annual Report

For the year ended 31 March 2017

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members are required to contribute an amount not exceeding £1 to the assets of the charity. The total number of such guarantees at 31 March 2017 is 7 (2015: 9). Trustee members of the Executive Committee have no beneficial interest in the charity

The objects of the charity are:

- a. To promote equality of opportunity, choice and independence by removing physical, social and attitudinal barriers to integration within the community for people who have a physical or sensory impairment or learning difficulty, or who experience mental health difficulties, through the encouragement and development of education, training, facilities for recreation, employment based on the ethos of independent living and who reside, work or are undergoing educational or vocational training in but not exclusively Greater London.
- b. To fulfil any other object which is deemed wholly and exclusively charitable by the laws of England and Wales.

The issues that AoD seeks to tackle cover every part of a person's life and can affect any person from any culture and any walk of life. It covers the following, though this is by no means an exhaustive list:

- Poverty
- Discrimination
- Lack of access, exclusion and segregation
- Health inequalities and lower life expectancy
- Internalised oppression

The trustees have agreed the following strategies to ensure the charity meets both its objects and the public benefit.

- Inclusion – where possible delivering services inclusively in mainstream settings and influencing other organisations (public, private and voluntary) to do the same.
- Specialist services – where necessary providing tailored, specialist services for disabled people only.
- Campaigning for equality – arguing for equality of outcome over opportunity and supporting organisations to identify whether inclusion or specialist provision is required to achieve equality of outcome.

The charity fulfils its objects and the public benefit requirement through the following activities:

- Information, signposting and referrals – ensuring people have accurate information and are connected with appropriate services is the essential first step to tackle the issues above.
- Advice and guidance – supporting people through the complex maze of public services is essential.
- Advocacy – ensuring that people have their voice heard when they have been denied or are not happy with a service.



## **Action on Disability**

### **Trustees' Annual Report**

For the year ended 31 March 2017

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- One to one support and person centred planning – providing direct support to tackle individual issues.
- Employment and volunteering opportunities – providing and supporting people to access opportunities that can lift them out of poverty and to give them a purpose.
- Campaigning and influencing – working with politicians and officers in the public sector and directors and managers in the private and voluntary sectors to change attitudes and remove barriers to inclusion.

At the first meeting after each AGM the Trustees will review how the charity meets the public benefit and the CEO takes them through their specific responsibilities as charity trustees. Each Trustee is provided with the location of all Charity Commission guidance online and specific toolkits are printed and given to them.

### **Recruitment and appointment of Trustees**

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Board are elected to serve for a period of three years, after which they must be re-elected at the next Annual General Meeting. Each year those trustees who have served their 3-year term must step down but may be re-elected for another 3 year term up to a maximum of 9 years of service. Temporary vacancies are filled by the Board until the following AGM and can be re-elected. The Board appoints the honorary officers at its first meeting after the Annual General Meeting.

Job descriptions for the Board members and the Chair were introduced in the 2009/10 and reviewed on an annual basis by the CEO and the Chair/Co-Vice chairs. New trustees are now subject to an interview process, and this was made a permanent change with a change to our memorandum and articles at the AGM in August 2014. We want to ensure that board members have the required knowledge/experience/skills that are required to support the stability and direction of the organisation. The process will also encourage individuals to think about what skills/attributes they will bring to the Board. It gives the Chair, Vice Chairs and CEO opportunity to meet with individuals before putting them forward to the membership and before joining the Board.

The Board of Trustees represent the voice of disabled people in the borough and it is required that 75% of its members are disabled people. This is an important part of our structure and one that ensures Action on Disability remains User Led.

### **Trustee induction and training**

Most trustees have personal experience of disability and all subscribe to the 'Social Model of Disability' which is the guiding principle of the organisation. However, as part of induction all trustees will attend our internal disability equality training course.

We encourage new trustees to participate in short training sessions to familiarise themselves with the charity and the context within which it operates. These sessions cover:

- The obligations of the Trustees.

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### Trustees' Annual Report

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- The main documents which set out the operational framework for the charity including the Memorandum and Articles.
- Basic charity law.
- Resourcing and the current financial position as set out in the latest published accounts.
- Future plans and objectives for the charity.
- Disability Equality Training & Social Model understanding.

The induction programme gives new trustees an understanding of the work of individual projects, funding of the organisation and various Charity Commission publications. The Chair and senior managers deliver a short induction shortly after the AGM. Trustees are encouraged to take an interest in a specific area of Action on Disability covering both operations and a strategic interest in the organisation's future developments.

All trustees serve on the Board of Trustees, which meets quarterly to review performance and long-term strategies for Action on Disability (AoD). The Finance and General Purposes Committee of up to four trustees meets seven times a year to ensure that the policies of AoD are implemented and that the work is properly managed.

The trustees delegate the day to day running of the charity to the CEO. He is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The CEO leads a team of 18 full and 6 part-time staff, 48 sessional staff and around 30 volunteers. The senior management team ensures the effective and efficient operation of AoD services to disabled people with the primary focus being Hammersmith and Fulham.

### Remuneration policy for key management personnel

The charity sets its salaries based on the NJC scale and by carrying out market comparisons. Additional factors taken in to account are numbers of individuals reports and if budgets are managed. The Senior Management Team are all set on equal salaries. The CEO's salary is set by the board and reviewed by them.

### Volunteers

Overall function of the charity

AoD relies on volunteers to staff its reception function. They are the frontline and first contact for people visiting, calling or emailing the charity. Individuals benefit from the role, increasing their social contact, improving their skills and their chance of paid employment. However, the charity could not be run effectively without these volunteers, many of whom work several shifts a week and stay with us for years.

Like all charities, our trustees give unpaid time to run the charity. They take the legal responsibility for the organisation, set strategy, monitor the finances and ensure that we comply with all regulations. Trustees take an active role in fundraising and are each encouraged to get involved in an area of activity.

Across the organisation our volunteers contributed well over 7000 hours this year. If this was calculated just at the living wage level it would equate to £50,400 per year. Many of the roles volunteers carry out would attract salaries above the living wage.

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## Trustees' Annual Report

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### Related parties and relationships with other organisations

The charity has formal agreement with partner organisations Mind and Mencap for the Advocacy Service. AoD is the lead partner and is responsible for all monitoring, evaluation and performance reporting to the funders. We are members of a local consortium called Desta that was set up to support the sector in bidding for large social care contracts. The CEO of AoD has is a board member of Desta. There are agreements with all colleges that are part of our supported employment internship activities, and outline roles/responsibilities and funding agreements.

### Statement of responsibilities of the trustees

The trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

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. 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 and statements of recommended practice 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 charity will continue in operation

The trustees are responsible for keeping proper accounting records that 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. 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### Statement as to disclosure to our auditors

Insofar as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and

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- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

### Auditors

Goldwins Limited were re-appointed as the auditors of the charitable company during the year and have expressed their willingness to continue in that capacity.

The trustees' annual report has been approved by the trustees on 4<sup>th</sup> August 2017 and signed on their behalf by;



Victoria Brignell  
**Chair of Trustees**

# Action on Disability

## Independent Auditors' Report

For the year ended 31 March 2017

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We have audited the financial statements of Action on Disability for the year ended 31 March 2017 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows 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 charity'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 charity'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 charity and the charity's 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 Trustees' Responsibilities Statement, 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 (APB'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 misstatements, 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.

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 inconsistencies 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 2017 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 Accounting Practice; and;



## Action on Disability

### Independent Auditors' Report

For the year ended 31 March 2017

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- have been prepared in accordance with the requirements of the Companies Act 2006.

### Opinion on other matter 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.

### 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.

*Anthony Epton*

**Anthony Epton (Senior Statutory Auditor)**

for and on behalf of  
Goldwins Limited  
Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2E

DATE: *19 September 2017*

## Action on Disability

### Statement of Financial Activities

For the year ended 31 March 2017

	Notes	Restricted £	Unrestricted £	2017 Total £	Restricted £	Unrestricted £	2016 Total £
<b>Income</b>							
<b>Income from</b>							
Donations and grants		-	5,939	<b>5,939</b>	-	2,129	2,129
<b>Charitable activities</b>							
Disability projects		1,086,030	112,026	<b>1,198,056</b>	954,061	88,408	1,042,469
<b>Total income</b>	<b>2</b>	<b>1,086,030</b>	<b>117,965</b>	<b>1,203,995</b>	<b>954,061</b>	<b>90,537</b>	<b>1,044,598</b>
<b>Expenditure on</b>							
Raising funds		-	42,033	<b>42,033</b>	-	-	-
<b>Charitable activities</b>							
Disability projects		1,112,682	-	<b>1,112,682</b>	1,010,049	3,486	1,013,535
<b>Total expenditure</b>	<b>3</b>	<b>1,112,682</b>	<b>42,033</b>	<b>1,154,715</b>	<b>1,010,049</b>	<b>3,486</b>	<b>1,013,535</b>
<b>Net income / (expenditure) for the year</b>		<b>(26,652)</b>	<b>75,932</b>	<b>49,280</b>	<b>(55,988)</b>	<b>87,051</b>	<b>31,063</b>
<b>Transfers between funds</b>		27,038	(27,038)	-	66,203	(66,203)	-
<b>Net movement in funds</b>	<b>4</b>	<b>386</b>	<b>48,894</b>	<b>49,280</b>	<b>10,215</b>	<b>20,848</b>	<b>31,063</b>
<b>Funds at 1 April 2016</b>		<b>17,401</b>	<b>99,884</b>	<b>117,285</b>	<b>7,186</b>	<b>79,036</b>	<b>86,222</b>
<b>Funds at 31 March 2017</b>		<b>17,787</b>	<b>148,778</b>	<b>166,565</b>	<b>17,401</b>	<b>99,884</b>	<b>117,285</b>

All of the above results are derived from continuing activities. There are no other recognised gains and losses other than those stated above.

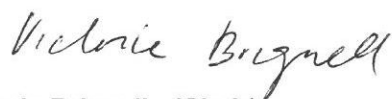
## Action on Disability

### Balance Sheet

For the year ended 31 March 2017

	Notes	£	2017 £	2016 £
<b>Fixed assets</b>				
Tangible fixed assets	7		5,225	3,398
<b>Current assets</b>				
Debtors	8	102,310		62,510
Cash at bank and in hand		<u>179,361</u>		<u>131,334</u>
		281,671		193,844
<b>Creditors: amounts falling due within one year</b>	9	<u>(120,331)</u>		<u>(79,957)</u>
<b>Net current assets</b>			161,340	113,887
<b>Net assets</b>	10		<u>166,565</u>	<u>117,285</u>
<b>Funds</b>	11			
Restricted funds			17,787	17,401
Unrestricted funds				
Designated funds			-	-
General funds			<u>148,778</u>	<u>99,884</u>
<b>Total funds</b>			<u>166,565</u>	<u>117,285</u>

Approved by the executive committee on 4th August 2017 and signed on its behalf by:



Victoria Brignell - (Chair)



## Action on Disability

### Statement of Cashflows

For the year ended 31 March 2017

	Note	2017 £	2017 £	2016 £	2016 £
<b>Net cash provided by / (used in) operating activities</b>	<b>13</b>		52,563		33,620
<b>Cash flows from investing activities:</b>					
Interest/ rent/ dividends from investments	3				
Sale/ (purchase) of fixed assets	(4,539)			(3,480)	
Sale/ (purchase) of investments	-			-	
<b>Cash provided by / (used in) investing activities</b>			(4,536)		(3,480)
<b>Cash flows from financing activities:</b>					
Cash inflows from new borrowing	-			-	
Receipt of endowment	-			-	
<b>Cash provided by / (used in) financing activities</b>			-		-
<b>Change in cash and cash equivalents in the year</b>			48,027		30,140
Cash and cash equivalents at the beginning of the year			131,334		101,194
<b>Cash and cash equivalents at the end of the year</b>	<b>14</b>		<b>179,361</b>		<b>131,334</b>

## Action on Disability

### Notes to the Financial Statements

For the year ended 31 March 2017

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#### 1. Accounting policies

- a) The financial statements have been prepared in accordance with 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 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

- b) In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 a restatement of comparative items was required. The transition date was 1 April 2014. No restatements were required.
- c) Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.
- d) Grants are recognised in full in the statement of financial activities in the period in which they are received or receivable whichever is earlier. Grants received which are clearly specified for a future accounting period are shown as deferred.
- e) Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation of fixed assets purchased with such grants is charged against the restricted fund. Where a fixed asset is donated to the charity for its own use, it is treated in a similar way to a restricted grant.

Expenses are recognised in the period in which they are incurred. Expenditure includes amounts attributable VAT which cannot be recovered.

- f) Expenses are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Disability projects	98%
Fundraising and publicity	2%

## Action on Disability

### Notes to the Financial Statements

For the year ended 31 March 2017

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#### Accounting policies (continued)

- g) Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	33.33% (straight line)
Fixtures, fittings and equipment	20% (straight line)

Items of equipment are capitalised where the purchase price exceeds £750. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

- h) Cost of generating funds relate to the costs incurred by the charity in inducing others to make voluntary contributions to it.
- i) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.
- j) Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.
- k) Designated funds are unrestricted funds earmarked by the Board of Trustees for a particular purposes.
- l) Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities on a straight line basis, based on the length of the lease.
- m) The company contributes to a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charity to the fund. The company has no liability under the scheme other than for the payment of those contributions.
- n) The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. No key judgements have been made by the charitable company which have a significant effect on the accounts. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

## Action on Disability

### Notes to the Financial Statements

For the year ended 31 March 2017

2	Total income	Support Services £	Welfare Benefits £	Peer Support £	Youth Service £	Disability Connect £	Advocacy Services £	Access to work £	Employment £	2017 Total £	2016 Total £
<b>Restricted income:</b>											
	Clinical Commissioning Group										27,750
	Social Services SLA		76,165	14,916	60,217	51,602	103,000		234,729	540,629	305,891
	Youth SLA				100,000					100,000	99,998
	<b>Total SLA/Contracts LBHF</b>										
	Grant - LB Hammersmith & Fulham	-	76,165	14,916	160,217	51,602	103,000	-	234,729	640,629	433,639
	<b>Total LB Hammersmith &amp; Fulham</b>	-	76,165	14,916	160,617	51,602	103,000	-	234,729	400	41,646
	Access To Work									641,029	475,285
	Art Council				18,569			14,385	200	14,585	26,207
	Sport England				29,444					18,569	13,362
	<b>Total Central Government Funds</b>	-	-	-	48,013	-	-	14,385	200	29,444	50,376
	Dr. Edward's & Bishop King's				4,470					62,598	89,945
	Duke of Edinburgh				5,926					4,470	14,756
	John Lyon's Charity				31,800					5,926	125
	The Daisy Trust				1,000					31,800	36,000
	The Henry Smith Charity									1,000	500
	City Bridge Trust			39,600						-	20,000
	Trust for London								25,000	39,600	41,400
	Hammersmith United Charity									25,000	12,500
	<b>Total Charitable Trust Grants</b>	-	-	39,600	43,196	-	-	-	25,000	-	14,000
	Cricket Green									107,796	139,281
	Fulham Law Centre									36,567	29,766
	L'Oreal									-	1,070
	In work support				532				17,600	17,600	14,667
	West Thames College								41,358	41,890	54,666
	College of North West London								97,500	97,500	69,155
	EHWLC								53,370	53,370	-
	Skills for Care			11,684					15,996	15,996	-
	Remploy								-	11,684	-
	Westminster Support Planning								-	-	40,266
	<b>Total Other/ Earned Income</b>	-	-	11,684	532	-	-	-	262,391	274,607	249,550
	<b>Total restricted income</b>	-	76,165	66,200	252,358	51,602	103,000	14,385	522,320	1,086,030	954,061

## Action on Disability

## Notes to the Financial Statements

For the year ended 31 March 2017

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## Action on Disability

### Notes to the Financial Statements For the year ended 31 March 2017

3 Total expenditure	Fundraising	Support services	Welfare Benefits	Peer Support	Youth Service	Disability Connect	Advocacy Services	Access To Work	Employment	Total Projects	2017 Total	2016 Total
	£	£	£	£	£	£	£	£	£	£	£	£
Staff costs (Note 5)		163,083	72,944	27,341	207,428	15,408	58,316		252,773	634,210	797,293	715,204
Premises costs		2,365	793	296	6,158	274	625		462.67	8,609	10,974	87,030
Telephone & Internet		2,314	793	297	3,071	367	846		4,578	9,952	12,266	9,297
Postage		2,211	455	2,528	583	264	164		287	4,281	6,492	5,447
Stationery & Printing		658	137	124	287	36	116		438	1,138	1,796	2,256
Photocopying		619	977	875	678	191	137		142	3,000	3,619	2,537
Office provisions		431	8	3	15	2	6		31	65	496	348
Publications & Subs		645	469	35	577	28	169		160	1,438	2,083	2,061
Training		908	1,125	19	1,941	461	515		652	4,713	5,621	10,844
Volunteer expenses		658	84	204	393	10	54		-	745	1,403	1,525
Insurance		676	333	147	680	100	247		852	2,359	3,035	2,918
Legal & professional fees		4,151	449	171	914	103	360		1,854	3,851	8,002	20,736
Members' activities		71	8	14,174	18,977	298	43		9,658	43,158	43,229	28,116
Community transport					9,549					9,549	9,549	10,195
Trustees expenses		1,381								-	1,381	1,154
Equipment		9,921	1,976	6,353	5,646	520	1,646		11,172	27,313	37,234	14,592
Access to Work					413			15,428	57,633	73,474	73,474	73,948
Bank charges & interest		105							-	-	105	80
Depreciation		860		1,852						1,852	2,712	1,309
Advertising/Marketing									-	-	-	406
Fundraising expenses	126									-	126	108
MIND Partnership									89,825	89,825	89,825	23,424
MIND-ADKC Partnership						26,000	18,000			44,000	44,000	-
<b>Total</b>	<b>126</b>	<b>191,057</b>	<b>80,551</b>	<b>54,419</b>	<b>257,310</b>	<b>44,062</b>	<b>81,244</b>	<b>15,428</b>	<b>430,518</b>	<b>963,532</b>	<b>1,154,715</b>	<b>1,013,535</b>
Support costs	41,907	(191,057)	4,878	9,360	20,640	7,540	13,390	-	93,342	149,150	-	-
<b>Total expenditure</b>	<b>42,033</b>	<b>-</b>	<b>85,429</b>	<b>63,779</b>	<b>277,950</b>	<b>51,602</b>	<b>94,634</b>	<b>15,428</b>	<b>523,860</b>	<b>1,112,682</b>	<b>1,154,715</b>	<b>1,013,535</b>

## Action on Disability

### Notes to the Financial Statements

For the year ended 31 March 2017

#### 4 Net incoming/ (outgoing) resources for the year

This is stated after charging / crediting:

	2017 £	2016 £
Depreciation	1,309	1,309
Executive committee's remuneration	Nil	Nil
Executive committee's reimbursed expenses	1,381	1,041
Auditors' remuneration:		
* Audit	4,500	4,500
Operating lease rentals:		
* Property	-	76,000
* other equipment	844	844

#### 5 Staff costs and numbers

Staff costs were as follows:

	2017 £	2016 £
Salaries and wages	640,388	558,859
Social security costs	62,596	54,682
Pension contributions	11,241	13,447
Other staff costs	4,680	12,333
Temporary workers	78,388	75,882
	<b>797,293</b>	<b>715,203</b>

No employee earned more than £60,000 during the year.

The total employee benefits including pension contributions of the key management personnel were £213,677 (2016: £206,410).

The average weekly number of employees during the period was as follows:

	2017 No.	2016 No.
Projects and services	21	21
Governance	3	3
	<b>24</b>	<b>24</b>

Action on Disability employed 35 sessional staff during the year (2016: 35).



## Action on Disability

### Notes to the Financial Statements

For the year ended 31 March 2017

#### 6 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

7 Tangible fixed assets	Fixtures, fittings & equipment	Computer equipment	Total
	£	£	£
<b>Cost</b>			
At 1 April 2016	123,682	26,836	150,518
Additions	820	3,719	4,539
At 31 March 2017	<u>124,502</u>	<u>30,555</u>	<u>155,057</u>
<b>Depreciation</b>			
At 1 April 2016	120,898	26,222	147,120
Charge for the period	860	1,852	2,712
At 31 March 2017	<u>121,758</u>	<u>28,074</u>	<u>149,832</u>
<b>Net book value</b>			
At 31 March 2017	<u>2,744</u>	<u>2,481</u>	<u>5,225</u>
At 31 March 2016	<u>2,787</u>	<u>1,227</u>	<u>4,014</u>

8 Debtors	2017	2016
	£	£
Prepayments	11,805	1,095
Other debtors	90,505	61,416
	<u>102,310</u>	<u>62,511</u>

#### 9 Creditors: amounts falling due within one year

	2017	2016
	£	£
Taxation and social security	19,633	15,938
Accruals	4,500	4,500
Sundry creditors	58,914	24,285
Deferred income	37,284	35,234
	<u>120,331</u>	<u>79,957</u>



## Action on Disability

### Notes to the Financial Statements

For the year ended 31 March 2017

10 Analysis of net assets between funds		Restricted funds	Designated funds	General funds	Total funds
		£	£	£	£
Tangible fixed assets		5,225			5,225
Current assets		132,893	6,398	142,380	281,671
Current liabilities		(120,331)			(120,331)
<b>Net assets at the end of the year</b>		<b>17,787</b>	<b>6,398</b>	<b>142,380</b>	<b>166,565</b>

11 Movements in funds		At the start of the year	Income	Expenditure	Transfers in/(out)	At the end of the year
		£	£	£	£	£
<b>Restricted funds:</b>						
Welfare Benefits	2,234	76,165	85,429	7,030	-	-
Peer Support	7,000	66,200	63,779		9,421	9,421
Youth Service	6,228	252,358	277,950	19,364	-	-
Disability Connect		51,602	51,602		-	-
Advocacy Services	-	103,000	94,634		8,366	8,366
Employment	1,540	522,320	523,860		-	-
Access to Work	399	14,385	15,428	644	-	-
<b>Total restricted funds</b>	<b>17,401</b>	<b>1,086,030</b>	<b>1,112,682</b>	<b>27,038</b>		<b>17,787</b>
<b>Unrestricted funds:</b>						
<b>Designated funds:</b>						
Disability Connect	-	6,398		(6,398)	-	-
Youth Service	-	19,364		(19,364)	-	-
<b>Total designated funds</b>	<b>-</b>	<b>25,762</b>	<b>-</b>	<b>(25,762)</b>		<b>-</b>
<b>General funds</b>	<b>99,884</b>	<b>92,203</b>	<b>42,033</b>	<b>(1,276)</b>		<b>148,778</b>
<b>Total unrestricted funds</b>	<b>99,884</b>	<b>117,965</b>	<b>42,033</b>	<b>(27,038)</b>		<b>148,778</b>
<b>Total funds</b>	<b>117,285</b>	<b>1,203,995</b>	<b>1,154,715</b>	<b>-</b>		<b>166,565</b>

## Action on Disability

### Notes to the Financial Statements

For the year ended 31 March 2017

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#### 12. Purposes of restricted funds

<b>Support Services</b>	To provide management and administration of the organisations and the provision of welfare rights and information service, trust application and events fundraising.
<b>Youth Service</b>	To provide a range of leisure, social and educational opportunities for young disabled people throughout the year in inclusive environments and settings.
<b>Peer Support</b>	To provide a service aimed at bringing disabled people together to offer mutual support around all aspects of their lives, while sharing activities around common interests such as IT, Knitting and Healthy Lifestyles.
<b>Westminster Connect &amp; Disability Connect</b>	To provide a range of services designed to enable disabled individuals to become confident, independent individuals connected and accessing services in their community. This is done through support and peer support activities.
<b>Employment Service</b>	To assist disabled people towards employment – through internships in partnership with businesses, schools and colleges as a route to paid work.
<b>Advocacy Services</b>	To provide a single point of access to advocacy services for those eligible for or in receipt of adult social care services in the London Borough of Hammersmith and Fulham, delivered in partnership with MIND and MENCAP.
<b>Welfare Benefits Services</b>	To provide welfare benefits advice and support – to tribunal level. DLA, PIP & AA form filling support for disabled people. Local authority funded children and families and adult services.
<b>Access to Work</b>	Funding from government scheme to provide equipment and support workers for disabled employees which include travel to and in work.

## Action on Disability

### Notes to the Financial Statements

For the year ended 31 March 2017

#### 13 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2017 £	2016 £
<b>Net movement in funds for the reporting period (as per the statement of financial activities)</b>	<b>49,280</b>	31,063
Depreciation	2,712	1,309
Interest, rent and dividends from investments	(3)	-
Losses on investments	-	-
(Loss)/ profit on the sale of fixed assets	-	-
(Increase)/ decrease in stock	-	-
(Increase)/ decrease in debtors	(39,800)	15,035
Increase/ (decrease) in creditors	40,374	(13,787)
<b>Net cash provided by / (used in) operating activities</b>	<b>52,563</b>	33,620

#### 14 Analysis of cash and cash equivalents

	At 1 April 2016	Cash flows	Other changes £	At 31 March 2017 £
Cash at bank and in hand	131,334	48,027	-	179,361
Notice deposits (less than three months)			-	-
Cash held by investment managers			-	-
Overdraft facility (repayable on demand)				
<b>Total cash and cash equivalents</b>	<b>131,334</b>	<b>48,027</b>	<b>-</b>	<b>179,361</b>

#### Operating lease commitments

The charity had annual commitments at the year-end under non-cancellable operating leases expiring as follows:

	Equipment 2017 £	Equipment 2016 £
<b>Within 2 to 5 years</b>	<b>844</b>	844

