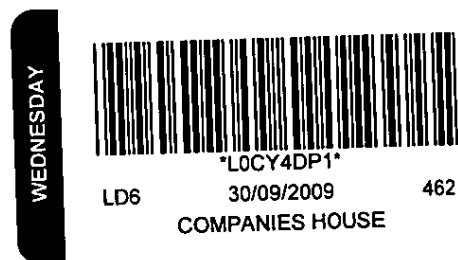


**DULWICH HELPLINE**  
**(A company limited by guarantee)**  
**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2009**



**Company Registration Number: 05189161**  
**Charity Registration Number: 1105923**

**DULWICH HELPLINE**

**FOR THE YEAR ENDED 31 MARCH 2009**

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## **DULWICH HELPLINE**

### **LEGAL AND ADMINISTRATIVE INFORMATION**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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#### **Trustees:**

Edward Salmon	Chair
Lesley Baker	Vice Chair until October 2008
Myra Chapman	Treasurer
Christopher Pick	Secretary , Resigned 6.10.08
Gill Booth	Resigned 6.10.08
Linda Craig	Acting Vice Chair/Secretary from 18.9.08
Edmund Kaye	
Michael Merifield	
Patricia Smith	
Kirsty Gould	
Katharine St. John-Brooks	
Patricia Cox	Appointed 2 April 2009
Aro Nylander	Appointed 2 April 2009

#### **Company Registered Number**

05189161

#### **Charity Registered Number**

1105923

#### **Registered Office**

Dulwich Community Hospital, East Dulwich Grove, London SE22 8PT

#### **Director**

Caroline Burling until 24<sup>th</sup> October 2008 and Barbara Scott from 26<sup>th</sup> January 2009

#### **Auditors**

Haysmacintyre, Fairfax House, 15 Fulwood Place, London WC1V 6AY

#### **Bankers**

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the audited financial statements of Dulwich Helpline (the company) for the year ended 31 March 2009. The Trustees confirm that the annual report and financial statements of the company comply with current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2005.

### **STRUCTURE AND GOVERNANCE**

#### **Constitutional and organisational structure**

Dulwich Helpline was founded in 1993 as a trust. The new incorporated charity started to operate on 1 April 2005 and the unincorporated charity was closed. The charity is constituted as a company limited by guarantee, and is therefore governed by its memorandum and articles of association. It is a registered charity, number 1105923, and a registered company, number 05189161. Legal responsibility for the management and stewardship of the charity is vested in the Board of Trustees.

The members of the charity are eligible to elect directors/Trustees, and to put forward and vote on resolutions at the Annual General Meeting (AGM). The membership is composed of Trustees plus those volunteers, users and supporters of the organisation who elect to become members. (On 20 June 2005 the Trustees agreed that all users and volunteers would be invited to become members. At the end of 2008-09, thirty-four had accepted the invitation.)

The charity has no subsidiaries or formal ties with other organisations.

The management of the charity is the responsibility of the Board of Trustees who are elected and co-opted under the terms of the articles of association. The Board of Trustees in consultation with the Director and staff make strategic decisions: the Director attends all board meetings and other staff members are also invited to attend. The Director and staff take operational decisions.

In order to make more effective use of staff skills, an integrated structure with an emphasis on the support and development of users and volunteers replaced a project-based approach in April 2006. Each Co-ordinator now supports a number of individual users and is responsible for specific activity and befriending groups. The Co-ordinators, in turn, preside at a weekly referral meeting where new users are allocated for assessment, user needs

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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are discussed and users are matched with appropriate volunteers. Co-ordinators also take turns in allocating tasks requested by users to available volunteers.

At the end of the year there were three full-time and four part-time staff – Director, four Coordinators, an administrator/fundraiser and one support worker.

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

The articles of association provide that, at each subsequent AGM, one third of the Trustees (or the number nearest to one third) must retire from office: those who have been in office longest retire first. Retiring Trustees may normally put themselves forward for re-election by the members of the charity. However, in September 2006, the Board of Trustees decided that the maximum time a trustee may serve should be nine years (with effect from the 2006 AGM) though a trustee will be eligible for reappointment after a two-year break.

A succession plan is reviewed by the board annually.

Trustees are recruited both from the members of the charity and from the wider local community. Two trustees stood down, Christopher Pick and Gill Booth. No new appointments were made, but the recruitment process for two new trustees was completed within a few days of the end of March, with two new trustees co-opted at the meeting of 2nd April. Trustees bring experience in the public and voluntary sectors, management, finance and care of the elderly. Volunteers and users are represented on the Board of Trustees and it is the intention to recruit Trustees from under-represented groups in the local community.

The Trustees meet at least six times a year and more frequently when necessary. The Board of Trustees has two sub-committees, finance and fundraising, which meet regularly throughout the year. The sub-committees work within agreed terms of reference and report to the Board of Trustees.

#### **Induction and Training of Trustees:**

The induction programme for new Trustees includes:

- written information on Dulwich Helpline's activities;
- a meeting with the Chair and the Director;
- a half day in the office to meet staff and ask questions;
- an invitation to attend Dulwich Helpline's activities in the community;

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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- attendance at a Board of Trustees meeting

A member of the Board of Trustees attends meetings of the Southwark Trustees Network which aims to educate and inform Trustees about their responsibilities and raise their understanding of good practice in governance.

### **OBJECTIVES AND ACTIVITIES**

#### **Summary of Objectives:**

The principal object of Dulwich Helpline is to assist in the relief of need, hardship and distress within areas of South London as determined by the Board of Trustees.

#### **Aims of the Charity/Mission Statement:**

Dulwich Helpline's vision is an enrichment of the local community in which older people feel respected, supported and a part of the life going on around them; a community which recognises that older people can make a valuable contribution and in which people of all ages are enabled to get to know and help one another.

Dulwich Helpline aims to improve the quality of life and help to prevent physical and mental deterioration of isolated older people in south Southwark by running volunteer projects designed to combat loneliness, provide emotional and practical support and enable older people to continue to live in their own homes.

In practical terms, these objectives require the Helpline staff, working with volunteers, to:

- provide isolated older people with the practical and emotional support they need to remain in their own homes, both in the long term and at times of crisis
- involve users in the design and delivery of our services and, where possible, encourage them to act as volunteers;
- integrate users into the wider community and local networks available to them;
- increase volunteer confidence as they recognise the value of their contribution to their community.

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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### **OBJECTIVES AND ACTIVITIES (continued)**

To achieve its aims during 2008–09 Dulwich Helpline ran the following services:

- 22 informal recreational, educational and social activity groups (facilitated by staff and by volunteers) covering, for example, chair-based gentle exercise, singing ,poetry, reminiscence, intergenerational computer training, music, art appreciation, drop-ins on a local housing estate and activities on the Intermediate Care Ward of Dulwich Community Hospital;
- some 100 befriending relationships;
- escorted shopping, DIY, gardening, reading correspondence, carrying out a range of practical tasks such as help with transport.

A new weekly Singing group, led by a professional accompanist/singing teacher, has attracted growing numbers of men and women who sing a variety of songs. This is an activity requested by service users and is appreciated as people feel it is beneficial.

#### **Strategies for Achieving Outcomes:**

In order for Dulwich Helpline's activities to make a difference in our target community we plan to:

- recruit and retain sufficient volunteers to meet the demands of our users;
- reach out to isolated older people through building good relations with referral agencies such as Social Services and local health professionals and through our own advertising;
- assess each potential user to ensure that we can either meet their needs or refer them to another suitable agency;
- consult our users through formal and informal means to ensure that the mix of services we provide is what they want;
- consult and support our volunteers through informal and formal means to ensure that they are enjoying and benefiting from their experience of volunteering with Dulwich Helpline.

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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#### **OBJECTIVES AND ACTIVITIES (continued)**

##### **Significant Activities Contributing to Achievement of Stated Objectives and Outcomes:**

The following paragraphs illustrate some of the activities provided to develop the quality of service and achieve Dulwich Helpline's objectives. These supplement and improve the organisation's mainstream services described above and in the section dealing with achievements and performance.

##### **Practical and Emotional Support**

During the year we continued to provide focused befriending where a volunteer is paired with a user who needs help with a regular task. The arrangement benefits both the user and volunteer as they are able to form a close longer-term relationship. We shall continue to develop and evaluate focused befriending. During 2008-2009 we facilitated 100 befriending relationships.

##### **Hospital Visiting: Care During and After a Stay in Hospital**

A volunteer visits weekly all our service users who are in King's College Hospital and liaises with one of the coordinators about their progress. This provides good continuity of care during difficult periods both in hospital and on discharge.

##### **Involving Users in the Design and Delivery of the Service:**

###### **a. Group evaluations**

All our groups differ in both their make up and activities. Their dependence on central support also varies. We consider that it is important to monitor and evaluate their progress.

The current phase of group evaluations has been completed. The conclusion of the review is that service users find the groups good for alleviating loneliness, meeting others, forming new friendships and for their stimulating content. They are happy with the way their groups are running and feel that they have control over what happens within them. Two committed volunteers, Doreen Kingston-Smith and Miranda Argyle carried out this work over a period of two years.

A new cycle of reviews will start in the autumn of 2009.

###### **b. Forum for service users**



## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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#### **OBJECTIVES AND ACTIVITIES (continued)**

The fourth service user forum was held in March 2008.

The biennial service user survey will take place in November 2009.

#### **Integrating Users into the Wider Community and Local Networks**

Research indicates that friendships outside the family have a very beneficial effect on the wellbeing of older people.

Dulwich Helpline itself is not a day centre and therefore does not have a building users can visit. As a result all our services are outreach, building stronger communities through partnership with sheltered housing schemes, local schools, GP surgeries and other local community groups and organisations. We are increasingly working with local schools, thereby breaking down inter-generational barriers. Our volunteers enable users to be in contact with local people, to attend local shops, restaurants/pubs, events, and to travel to appointments. The groups enable users to keep contact and develop friendships with one another on a regular basis. They enjoy occasional outings and provide support for each other if someone is unwell.

#### **Encouraging Users to Act as Volunteers within the Organisation**

Service users, once they have gained confidence within the groups often become 'user-volunteers' through phoning other participants with the schedule of group meetings, helping with refreshments or sharing and cascading particular skills acquired through a lifetime of experience, be it drawing or music appreciation. Some users are host in their own homes to activity groups.

#### **Supporting Volunteers**

We continue to be successful in recruiting volunteers and had 209 active volunteers during 2008-2009: plus 30 students from local schools. Although it is not unusual for volunteers to work with us for at least 5 years, it is necessary to recruit constantly to balance the number of losses and reach the numbers required to support new service users. To achieve this we maintain links with other recruiting organisations such as Volunteer Centre Southwark, give talks to local organisations, and prepare and distribute publicity leaflets.

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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#### **OBJECTIVES AND ACTIVITIES (continued)**

A complete Volunteer Care Package is in place to provide on-going support to volunteers including one month and 3 monthly follow-ups once volunteering has begun. Training courses were run covering required introductory training, adult protection, first aid and hand massage. During the year volunteers were also offered the opportunity of training sessions with other organisations such as Southwark Health and Social Care, Southwark Churches Care and Time and Talents. Volunteers attended various courses including understanding hearing and sight loss in older people. 35 volunteers took the opportunity to participate in the training, either in-house or via other organisations.

#### **ACHIEVEMENTS AND PERFORMANCE**

##### **Statistical Analysis**

These statistics have been compiled from our database and attendance registers during 2008-2009

- 390 individual users were on our database and were receiving a service from us. In addition there were a number of casual visitors to the Kingswood drop-in.
- 432 separate activity group meetings were held with a total of 3,306 attendances.
- Volunteers completed at least 1116 separate practical tasks for users, including transport.
- We coordinated 100 befriending relationships.
- We coordinated two activity groups at the Intermediate Care Unit at Dulwich Community Hospital each of which caters for up to 12 people.
- 209 volunteers supported Dulwich Helpline. We also received support from approximately 30 young people from three local schools who under the direction of school staff, befriended older people and taught in the intergenerational computer courses.
- We produced four Dulwich Helpline Herald newsletters for our users, volunteers and other professional organisations. These newsletters contain news of the services we provide, useful information, fundraising initiatives, views of our users and volunteers, and reports of surveys and evaluations to help keep everyone up to date with what is going on.

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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### **ACHIEVEMENTS AND PERFORMANCE (continued)**

#### **Performance as rated by our volunteers**

A volunteer forum was held in July 2009. The feedback was positive and volunteers reported they felt well supported and informed by the organisation.

#### **Performance in Terms of Improving the Quality of the Organisation**

Dulwich Helpline has almost completed level one of PQASSO (Practical Quality Assurance System for Small Organisations). This is a self-assessment quality assurance tool covering 12 standards including user centred services, monitoring and evaluation, governance, training and development and managing money and resources. The work has involved all the staff and some Trustees, and has helped us to look at areas where we need to be more proactive.

### **REVIEW OF FUNDRAISING ACTIVITIES**

We had a successful year in generating income. Total income for the year was £217,984. This was somewhat less than the previous year (£226,081) but given the economic climate, a great deal of uncertainty about continued funding from our statutory sector partners and the fact that major grant giving trusts are giving smaller grants, this could be counted as a successful year. Local fundraising has been very successful and we continue to be grateful to individual donors and local organisations that support the Helpline so generously. Income from fundraising and donations from the local community was over £48,000

As in previous years, the largest proportion of Helpline funding came from Southwark Health and Social Care: just under £94,000, which represents 43% of total income. We received £6,258 in bank interest.

For 2009–10, we already have expected income of just under £160,000 from Southwark Health and Social Care and large charitable trusts. In addition we anticipate raising at least £25,000 from the local community and our own fund raising activities. Restrictions on funding from central government to the local authority is likely to reduce the available money from this source in the future and, as explained below we will have to increase the number of bid applications we make in order to maintain our income.

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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#### **FINANCIAL REVIEW**

Our total expenditure for the year was some £236,576 and, with a total income of £217,984, a shortfall of £18,592 will have to be drawn from our reserves. However, the outlook over the longer term is more problematic. Dulwich Helpline depends on substantial funding from Southwark Health and Social Care, who are carrying out a review of '*discretionary services*'. Funding from other major trusts – such as City Bridge Trust and Henry Smith Foundation – came to an end in 2009, Wates Foundation funding ends in 2010. Unless these major sources of funding can be secured or replaced, Dulwich Helpline may find it impossible to continue its current level of activities beyond 2010.

At present we have adequate reserves to maintain our activities for some six months (see next paragraph). To secure funding for 2010 and beyond, we are concentrating on identifying and applying to grant-giving Trusts and Foundations throughout 2009 and 2010. The largest share of Helpline expenditure (77%) goes to paying the staff who co-ordinate the operations that fulfil our objectives as above. Helpline staff are paid according to local authority scales for staff carrying out comparable duties. In discussion with staff there have already been some small reductions in the number of paid hours worked. We have undertaken some scenario planning with staff and trustees to try and determine the options available if funding were to rise or fall.

#### **RESERVES POLICY**

Dulwich Helpline needs to carry a sufficient reserve to maintain a reasonable level of service to users (which requires the continued employment of members of staff) in the event of a gap in the provision of income. (It often takes time for trusts to respond to requests, and payments of grants do not necessarily follow Dulwich Helpline's financial year.)

We also need sufficient funds to meet our legal obligations to staff in the event of termination of an employment contract, and to contract and meet any *ex-gratia* payment approved by the Trustees, or to fund temporary staff in the absence of permanent staff (e.g. as a result of maternity or long-term sick leave).

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

**FOR THE YEAR ENDED 31 MARCH 2009**

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#### **RESERVES POLICY (continued)**

Our policy is that reserves should be at a level of between three and six months' recurrent expenditure. This should be sufficient to cover redundancy payments to the Helpline's staff. At current levels of expenditure the reserves need to be maintained between £53,000 and £107,000. At the year end the charity held free reserves (unrestricted funds) of some £107,834. However, some £9,000 of reserves will be used to fund the expected deficit in the financial year 2009-2010. Depending on the result of funding applications to be made to trusts and foundations throughout 2008 and 2009, further reserves may have to be used in 2010-2011.

#### **PLANS FOR THE FUTURE**

Dulwich Helpline's principal aims and objectives remain the same for 2008–2009 as described above. We will work to achieve:

##### **For Users**

- Increased independence and ability to remain in their own homes
- Reduced anxiety and increased self-confidence
- Involvement in planning services and where possible assisting with the delivery of group activities.
- Feeling supported by and connected to the wider community
- Encouragement to acquire new skills.

##### **For Volunteers**

- Positive contribution to and identification with the local community
- A satisfying and enjoyable experience
- Involvement in planning and delivering the service
- Encouragement to acquire new skills.

##### **For the community**

- Increased community cohesion
- Provision of a range of services to older people in the community by the community

To achieve these aims we are continuing to recruit, induct and train local volunteers who will provide emotional and practical support to isolated older people in the area:

- we plan to run groups (as in 2009-10) covering a range of activities that promote mental and physical health, and to look into new areas of activity;

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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- we will respond to user requests for both emotional and practical support and match suitable volunteers with users to provide this;
- we will encourage more users to become involved as volunteers themselves and encourage groups to make their own independent decisions about activities;
- we will promote Dulwich Helpline widely across the local community to involve the maximum number of potential users and volunteers: we will also provide information about our activities and opportunities to users, volunteers and supporters through regular editions of the Dulwich Helpline Herald newsletter;
- as agreed with current funders we will monitor and report on our activities;
- we will consult users and volunteers and involve them in future planning through forums, surveys and group evaluations;
- we will continue to apply for grants and to raise money from the local community to support our activities.

## **RISK MANAGEMENT**

The Trustees have assessed the major risks to which the company is exposed, in particular those related to its operations and finances, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Members of the Board of Trustees and the Director carried out a risk assessment in March 2009. (Each risk identified is graded according to likelihood and severity where 1 = low and 5 = high. By multiplying these figures together the assessment of risk is placed on a scale from 1 (low risk) to 25 (high). The Board of Trustees judged the following to be high risks (with a score of 12 or over.) and considered action to minimise them.

### **Loss of key funders:**

We must accept that we will continually 'lose' key funders. All the major charitable trusts have time limits on how long funding can carry on for. To mitigate this we continue to research new funders and to apply to new sources. We also keep in contact with charitable trusts that have funded us in the past and apply for further funding at the earliest permitted date.

- a. Other ways of mitigating the effect of losing key funders is to raise more money from the local community. We will continue to build on the success we have had in the past two years. We aim to try and repeat the success of this year where we raised over £40,000. The Fundraising

## **DULWICH HELPLINE**

### **TRUSTEES' REPORT (continued)**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

---

Action Group which has a staff member, a trustee and a number of volunteers, now meets on a quarterly basis to plan and be involved with community fundraising events for the organisation.

- b. The grant money from Southwark is where Dulwich Helpline remains most vulnerable as this would be extremely hard to replace were it to be cut off. There is considerable uncertainty as to whether Southwark Social Care and Health will continue to fund us to the tune of some £94,000. We can ensure that we fulfil our commitments to Southwark but we cannot change their financial position. Our scenario planning does allow us to consider the course of action to be taken should we lose part or all of this grant.

#### **Inability to Find New Funders:**

One way to mitigate this is to involve more people within the organisation in fundraising so that skills across the organisation are shared. During 2008-9, two Trustees have been working with the Director in both researching major donors and making applications. The staff have also been involved in providing some of the material for the applications. We will encourage other Trustees to contribute to this work. The fundraising strategy was reviewed by the Trustees and various actions are being taken forward.

#### **Change in Priority for Funders**

In recent years trusts have followed government policies to assist young people and the needs of older people have had a lower priority.

#### **Trustees**

There is a concern that we will be unable to recruit and retain new trustees to maintain a balanced board. We wish also to increase the diversity of our board.

#### **TRUSTEES' LIABILITY**

The members (including the Trustees) of the company guarantee to contribute an amount not exceeding £10 each to the assets of the charity in the event of winding up.

## DULWICH HELPLINE

### TRUSTEES' REPORT (continued)

### FOR THE YEAR ENDED 31 MARCH 2009

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#### TRUSTEES' RESPONSIBILITIES

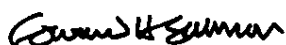
The trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Charity 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 for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

This report was approved by the Trustees on 24.04.09 and signed on its behalf by:



.....  
Edward Salmon  
Chair



## DULWICH HELPLINE

### AUDIT EXEMPTION REPORT FOR THE YEAR ENDED 31 MARCH 2009

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#### INDEPENDENT EXAMINER'S REPORT

I report on the accounts of Dulwich Helpline for the year ended 31 March 2009 as set out on pages 16 to 24.

#### Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the 1993 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 43 of the 1993 Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 43(7)(b) of the 1993 Act, and
- state whether particular matters have come to my attention.

#### Basis of independent examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

#### Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
  - to keep accounting records in accordance with section 41 of the 1993 Act; and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Acthave not been met ; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Murtaza Jessa FCA  
haysmacintyre  
Fairfax House  
15 Fulwood Place  
London  
WC1V 6AY

24.09.2009.

**DULWICH HELPLINE**

**STATEMENT OF FINANCIAL ACTIVITIES (Incorporating Income and Expenditure account)  
FOR THE YEAR ENDED 31 MARCH 2009**

	Notes	Restricted Funds £	2009 Unrestricted Funds £	Total Funds £	2008 Total funds £
<b>INCOMING RESOURCES</b>					
<i>Incoming resources from generated funds</i>					
Voluntary income	2	1,600	35,171	36,771	28,412
<i>Activities for generating funds:</i>					
Fundraising income		-	13,282	13,282	4,005
Investment income – bank interest		-	6,258	6,258	8,515
<i>Incoming resources from charitable activities – Supporting Older People</i>					
Other income	3	500	161,073	161,573	184,748
		-	100	100	401
<b>Total incoming resources</b>		<u>2,100</u>	<u>215,884</u>	<u>217,984</u>	<u>226,081</u>
<b>RESOURCES EXPENDED</b>					
<i>Cost of generating funds</i>					
Generating voluntary income		-	27,294	27,294	19,881
<i>Charitable activities – Supporting Older People</i>					
	7	2,341	186,492	188,833	178,360
<i>Governance costs</i>	6	-	20,449	20,449	16,659
<b>Total resources expended</b>		<u>2,341</u>	<u>234,235</u>	<u>236,576</u>	<u>214,900</u>
<b>Net income/(expenditure) before Transfers</b>		(241)	(18,351)	(18,591)	11,181
Transfers between funds	13	-	-	-	-
<b>Net movement in funds in the year/income/(expenditure)</b>		<u>(241)</u>	<u>(18,351)</u>	<u>(18,592)</u>	<u>11,181</u>
<b>Reconciliation of funds</b>					
Total funds at 1 April 2008		<u>676</u>	<u>126,185</u>	<u>126,861</u>	<u>115,680</u>
<b>Total Funds at 31 March 2009</b>		<u><u>435</u></u>	<u><u>107,834</u></u>	<u><u>108,269</u></u>	<u><u>126,861</u></u>

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 18 to 24 form part of these financial statements.

**DULWICH HELPLINE**

**BALANCE SHEET**

**AS AT 31 MARCH 2009**

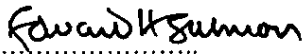
	Notes	2009 £	2008 £
<b>FIXED ASSETS</b>			
Tangible fixed assets	10	-	658
<b>CURRENT ASSETS</b>			
Debtors	11	3,136	6,311
Cash at bank and in hand		161,168	133,262
		<u>164,304</u>	<u>139,573</u>
<b>CREDITORS: Amounts falling due within one year</b>	12	<u>(56,035)</u>	<u>(13,370)</u>
<b>NET CURRENT ASSETS</b>		<u>108,269</u>	<u>126,203</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>108,269</u>	<u>126,861</u>
<b>CHARITY FUNDS</b>			
Restricted Funds	13	435	676
Unrestricted funds	13	107,834	126,185
		<u>£108,269</u>	<u>£126,861</u>


For the period 1 April 2008 to 31 March 2009 the charitable company was entitled to exemption under Section 249A(1) of the Companies Act 1985. No member has required the company to obtain an audit in accordance with Section 249B(2) of the Companies Act 1985. However, the accounts have been examined by an independent examiner whose report appears on page 11.

The trustees/directors acknowledge their responsibility for:

1. ensuring the company keeps accounting records which comply with section 221, and
2. preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial period, and of its surplus and deficit for the financial period, in accordance with the requirements of section 226, and which otherwise comply with the requirements of the Companies Act relating to accounts, so far as applicable to the company.

The financial statements were approved by the Trustees on 24.09.09 and signed on their behalf, by:

  
Edward Salmon  
Chair

  
Myra Chapman  
Trustee

The notes on pages 18 to 24 form part of these financial statements.

## **DULWICH HELPLINE**

### **NOTES TO THE FINANCIAL STATEMENTS**

#### **FOR THE YEAR ENDED 31 MARCH 2009**

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#### **1. ACCOUNTING POLICIES**

##### **Basis of preparation of financial statements**

The financial statements have been prepared under the historical cost convention and in accordance with the special provisions of Part VII of the Companies Act 1985 applicable to small companies and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2007). The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" published in March 2005, applicable accounting standards and the Companies Act 1985.

##### **Company status**

The company is a company limited by guarantee. In the event of the company being wound up, the liability in respect of the guarantee is limited to £10 per member of the company.

##### **Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Restricted funds are to be used in accordance with specific restrictions imposed by donors and have been raised by the company for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund are set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

##### **Incoming resources**

All incoming resources are included in the Statement of Financial Activities when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy - except when donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.

##### **Resources expended**

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources. Overheads and other salaries are allocated between the expense headings on the basis of time spent.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and are allocated on the basis of staff cost.

Governance costs are those incurred in connection with enabling the charity to comply with external regulation, constitutional and statutory requirements and in providing support to the board of trustees in the discharge of their statutory duties.

**DULWICH HELPLINE**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

**FOR THE YEAR ENDED 31 MARCH 2009**

**1. ACCOUNTING POLICIES (continued)**

**Tangible fixed assets and depreciation**

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Furniture and Fixtures 33.33% straight line  
Office equipment 33.33% straight line

**Pensions**

The company contributed up to 10% of gross salaries into individual employee's personal pension schemes as approved by the board of trustees. Pension charge represents the amounts payable by the company to the various schemes in respect of the year.

**VAT**

The charity is not registered for VAT. In common with many other registered charities, Dulwich Helpline's expenses are inflated by VAT, which cannot be recovered.

<b>2. VOLUNTARY INCOME</b>	<b>Restricted funds</b>	<b>Unrestricted funds</b>	<b>Total Funds 2009</b>	<b>Total Funds 2008</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Dulwich Luncheon Club	-	1,380	1,380	1,330
The Elizabeth and Prince Zaiger Trust	-	7,000	7,000	7,000
Church Collections	-	1,211	1,211	-
Metropolitan Police	1,600	-	1,600	-
Gift Aid	-	1,848	1,848	2,379
Other voluntary income	-	18,939	18,939	13,467
Christmas appeals	-	3,938	3,938	3,720
In memoriam	-	855	855	516
	<u>1,600</u>	<u>35,171</u>	<u>36,771</u>	<u>28,412</u>

**DULWICH HELPLINE**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

**FOR THE YEAR ENDED 31 MARCH 2009**

**3. INCOMING RESOURCES – SUPPORTING OLDER PEOPLE**

	Restricted Funds	Unrestricted Funds	Total Funds 2009	Total Funds 2008
	£	£	£	£
Big Lottery Fund – Volunteers Project	-	-	-	23,680
Southwark Health and Social Care	-	93,973	93,973	93,973
The Dulwich Almshouse Charity	-	4,000	4,000	-
Wates Foundation	-	13,000	13,000	17,000
Concertina Charitable Trust	-	100	100	-
Southwark Training Grant	-	-	-	95
The Henry Smith Charity	-	20,000	20,000	20,000
City Bridge Trust	-	30,000	30,000	30,000
Dulwich Community Council	500	-	500	-
	<u>500</u>	<u>161,073</u>	<u>161,573</u>	<u>184,748</u>

**4. RESOURCES EXPENDED**

	Direct staff costs	Other direct costs	Support costs	2009	2008
	£	£	£	£	£
<b>Charitable expenditure</b>					
Supporting older people	117,918	14,852	56,063	188,833	178,360
<b>Other expenditure</b>					
Cost of generating voluntary income	17,339	1,851	8,104	27,294	19,881
Governance costs	6,988	7,390	6,071	20,449	16,659
<b>Total</b>	<u>142,245</u>	<u>24,093</u>	<u>70,238</u>	<u>236,576</u>	<u>£214,900</u>

**DULWICH HELPLINE**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

**FOR THE YEAR ENDED 31 MARCH 2009**

<b>5. SUPPORT COSTS:</b>	<b>Supporting Older People £</b>	<b>Cost of Generating Voluntary Income £</b>	<b>Governance Costs £</b>	<b>2009 £</b>	<b>2008 £</b>
Repairs, maintenance & IT	4,913	710	532	6,155	4,695
Telephone	1,925	278	208	2,411	1,883
Bookkeeping	3,279	474	355	4,108	3,744
Depreciation	525	76	57	658	657
Rent	5,032	727	545	6,304	6,150
Insurance	1,174	170	127	1,471	1,471
Training	1,272	184	138	1,593	918
Printing, postage & stationery	4,895	708	530	6,133	4,645
Staff costs	33,048	4,777	3,579	41,404	44,367
<b>Total</b>	<u>56,063</u>	<u>8,104</u>	<u>6,071</u>	<u>70,238</u>	<u>68,530</u>

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and are allocated on the basis of staff costs.

<b>6. GOVERNANCE</b>	<b>2009 £</b>	<b>2008 £</b>
Audit and accountancy fees	4,045	4,113
Trustees' costs	3,345	1,646
Support costs	6,071	5,312
Wages and salaries	6,988	5,578
	<u>£20,449</u>	<u>£16,659</u>

**7. ANALYSIS OF RESOURCES EXPENDED BY ACTIVITIES**

	<b>Activities undertaken directly £</b>	<b>Support costs £</b>	<b>Total 2009 £</b>	<b>Total 2008 £</b>
Supporting older people	<u>132,771</u>	<u>56,063</u>	<u>188,833</u>	<u>178,360</u>

<b>8 NET INCOME/(EXPENDITURE)</b>	<b>2009 £</b>	<b>2008 £</b>
This is stated after charging:		
Depreciation of tangible fixed assets	658	657
- independent examination	2,300	2,351
- accountancy fees	1,725	1,762
Pension costs	<u>7,831</u>	<u>5,545</u>

**DULWICH HELPLINE****NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2009**

During the year, no trustees received any remuneration (2008 – £Nil).

During the year, no trustees received any benefits in kind (2008 – £Nil).

During the year, no trustees received any reimbursement of expenses (2008 – £Nil).

<b>9. STAFF COSTS</b>	<b>2009</b>	<b>2008</b>
	<b>£</b>	<b>£</b>
Staff costs were as follows:		
Wages and salaries	161,663	150,143
Social security costs	14,155	14,623
Pension costs	7,831	5,545
	<u>183,649</u>	<u>170,311</u>
	<b>No.</b>	<b>No.</b>
The average number of full-time equivalent employees during the year was:		
Supporting older people	4	4
Support	1	1
	<u>5</u>	<u>5</u>

No employee received remuneration amounting to more than £60,000 in either year.

<b>10. TANGIBLE FIXED ASSETS</b>	<b>Office equipment</b>
	<b>£</b>
<b>Cost</b>	
At 1 April 2008	15,698
Additions	-
Disposals	-
At 31 March 2009	<u>15,698</u>
<b>Depreciation</b>	
At 1 April 2008	15,040
Charge for the year	658
Eliminated on disposals	-
At 31 March 2009	<u>15,698</u>
<b>Net Book Value</b>	
At 31 March 2009	<u>Nil</u>
At 31 March 2008	<u>658</u>



**DULWICH HELPLINE**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

**FOR THE YEAR ENDED 31 MARCH 2009**

<b>11. DEBTORS</b>			<b>2009</b>	<b>2008</b>
			<b>£</b>	<b>£</b>
Other debtors			1,955	2,308
Prepayments and accrued income			1,181	4,003
			<u>3,136</u>	<u>6,311</u>
<b>12. CREDITORS: amounts falling due within one year</b>			<b>2009</b>	<b>2008</b>
			<b>£</b>	<b>£</b>
Other creditors			168	-
Accruals and deferred income			55,867	13,370
			<u>56,035</u>	<u>£13,370</u>
<b>13. STATEMENT OF FUNDS</b>	<b>Brought forward</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Carried forward</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Unrestricted funds</b>				
General funds	126,185	215,884	(234,235)	107,834
	<u>126,185</u>	<u>215,884</u>	<u>(234,235)</u>	<u>107,834</u>
<b>Restricted funds</b>				
Metropolitan police	-	1,600	(1,600)	-
Dulwich Community Council	-	500	(65)	435
Abbey National Charitable Trust	676	-	(676)	-
	<u>676</u>	<u>2,100</u>	<u>(2,341)</u>	<u>435</u>
Subtotal	676	2,100	(2,341)	435
	<u>676</u>	<u>2,100</u>	<u>(2,341)</u>	<u>435</u>
Total of funds	126,861	217,984	(236,576)	108,269
	<u>126,861</u>	<u>217,984</u>	<u>(236,576)</u>	<u>108,269</u>
<b>SUMMARY OF FUNDS</b>				
General funds	126,185	215,884	(234,235)	107,834
Restricted funds	676	2,100	(2,341)	435
	<u>126,861</u>	<u>217,984</u>	<u>236,576</u>	<u>108,269</u>

**DULWICH HELPLINE**

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

**FOR THE YEAR ENDED 31 MARCH 2009**

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<b>14. ANALYSIS OF NET ASSETS BETWEEN FUNDS</b>	<b>Restricted Funds £</b>	<b>Unrestricted Funds £</b>	<b>2009 £</b>	<b>2008 £</b>
Tangible fixed assets	-	-	-	658
Current assets	25,435	138,869	164,304	139,573
Creditors due within one year	(25,000)	(31,035)	(56,035)	(13,370)
	<u>435</u>	<u>107,834</u>	<u>108,269</u>	<u>126,861</u>

**15. PENSION COMMITMENTS**

The charity contributed up to 10% of gross salaries into individual employee's personal pension schemes as approved by the board of trustees. The pension cost charge represents contributions payable by the charity to the schemes and amounted to £7,832 (2008: £5,545). At the end of the year there were no amounts owing.

**Pensions Trust**

Dulwich Helpline participated in the Pensions Trust's Growth Plan (the Plan). The Plan was funded and was not contracted out of the state scheme. The Growth Plan was a multi-employer pension plan. The Charity left the Pension Scheme during 2009, resulting in an employer debt on withdrawal of £3,638.