



Annual Report & Accounts

31st March 2019

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

Company Registration No: 04624968
Registered Charity No: 1099020

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

FOR THE YEAR ENDED 31 MARCH 2019

Trustees	Angela Pendleton (Chair) (Appointed 3 May 2018) Angela Higham (Vice Chair) Tom Misselbrook Sylvie Nicholls Margaret O'Neill John Rogers David Hughes (Appointed 4 October 2018) Shirley Mackay (Proposed)
Company Secretary	Euan McPherson
Chief Executive	Euan McPherson
Charity number	1099020
Company number	04624968
Registered Office	1 Owen Way Leominster Enterprise Park Leominster Herefordshire HR6 0LA
Auditors	Kendall Wadley LLP Granta Lodge 71 Graham Road Malvern Worcestershire WR14 2JS
Bankers	Unity Trust Bank PLC Nine Brindleyplace Birmingham B1 2HB

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

FOR THE YEAR ENDED 31 MARCH 2019

Chair's Welcome

It is with great pleasure to write the introduction to Services for Independent Living's (SIL) Annual report for the second year.

Last year I was newly appointed and whilst I still am learning new things about this wonderful organisation, I feel that I am now in a better place to talk with some confidence about the journey we have been through over the past 12 months.

Firstly, I would like to acknowledge the ongoing support and dedication of my fellow trustees. Often overlooked, the trustees are a very important part of any charity and SIL benefits from having individuals with a wide range of experiences. Importantly, SIL maintains a level of at least 50% of its trustees having lived experience of disability, of which many use SIL's services.

These individuals have given a great deal of time to shape the direction of the organisation and to scrutinise the work of SIL's employees. There have been difficult challenges and tough decisions, but in conjunction with the Senior Management Team and staff across the organisation, SIL has had another successful year.

The pressures on social care funding have been well publicised and have significant impact on the support local authorities are able to pay for, and the rates they can afford to pay organisations like SIL to support disabled people. Once again SIL has risen to the challenges and whilst it has had to stop the provision of some services, it has improved quality and delivered a surplus in these challenging times.

These achievements do not happen by accident, it takes the whole organisation to pull together and I would like to thank every member of the staff team for their commitment and hard work. This type of commitment is an example of a culture which values its staff, which goes above and beyond to provide a workplace that is supportive, and which gives people opportunities to develop.

It would be remiss of me not to mention the role of the Senior Management Team which has worked tirelessly to create the environment outlined above, whilst maintaining the financial probity of the organisation and most importantly of all, maintaining an absolute focus on delivering quality to the people who use our services.

I look forward to the next 12 months with enthusiasm as the organisation seeks to utilise this strong foundation to expand its offer.

The future is bright, the future is SIL; continuing our journey, striving for excellence in the services for which SIL is renowned – putting you first always!

Angela Pendleton - Chair

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

FOR THE YEAR ENDED 31 MARCH 2019

Chief Executive's Summary

This financial year has been another example of Services for Independent Living (SIL) showing tight financial control and managing costs, whilst continuing to deliver high quality services. We have continued to develop our Direct Payment Support and Independent Living at Home services in Herefordshire and maintained a CQC rating of 'Good' across all areas.

We have, however, seen further challenges in relation to delivering on our strategic plan for growth, partly because we took the decision to close our service in Torfaen at the end of March 2019. We have worked closely with Torfaen Borough Council to try and build upon our Direct Payment Support Service and develop a strategic partnership, through which to address some emerging challenges in the area. However, we eventually took the decision that it did not fit with our vision for the future and gave notice of our intention not to retender for the contract in the autumn of 2018.

The decision to withdraw from Torfaen has led to a renewed focus on the need to grow and expand our offer and we will be reporting some exciting developments in the next financial period.

In addition to the vast amount of work that has gone into developing and improving our services, we have also continued to invest in our staff. The SIL Senior Management Team, with support from the Board of Trustees, has worked hard to make the organisation a great place to work, a place where staff feel supported, and have opportunities to develop and progress in their careers.

We noticed increasing levels of staff diagnosed or self-reporting mental illness within our workforce, reflecting a wider trend across all sectors. As a result, we have developed a culture where we actively talk to people and encourage them to talk to us about any mental health concerns. This started by undertaking welfare visits and calls to all staff signed off work, asking what we could do to support them; in one case this even involved doing some shopping for someone. We then made accredited Mental Health First Aid training mandatory for all staff, this two day course is the equivalent of physical First Aid at Work training and it has received excellent feedback from everyone who has participated to date. So much so that we now offer this out to other organisations and it continues to grow in popularity.

Combined with our open door culture, the welfare support and Mental Health First Aid training have been given further weight, through increasing the sickness pay we offer to all staff; ensuring those with long term and enduring illness are supported financially by the organisation for up to six months. This is unusual in our sector and is further evidence of the way we value our staff.

After all of the work outlined above and against a background of increasing costs and real term downward pressures on the fees we get from local authorities, SIL still managed to end the year with a surplus of approximately 3.9%.

I am very proud to lead such a great organisation; however, my job is made far easier because of the amazing people that work here and those who give of their time freely, as Trustees.

Thank you all.

Euan McPherson – Chief Executive

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

FOR THE YEAR ENDED 31 MARCH 2019



Our Annual report

April 2018—March 2019

A review of fundraising, Thanks and
Special moments



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

FOR THE YEAR ENDED 31 MARCH 2019



Hereford Times Health & Social Care Awards

SIL enjoyed a wonderful night out hosted by the Hereford Times, to mark the first ever Health & Social Care Awards in which we, or our employees were a finalist in five categories.

SIL was a finalist in the Care Employer of the Year category and also the Care Trainer of the Year; while Elaine Powell (Team Leader), Ruth Davies (Support Worker) and Amy Deacon (Senior DPSS Advisor) had been nominated in three different categories.

Elaine was chosen as the 2018 Care Hero for her unflinching hard work and drive to put the service user at the centre of everything she and her team do, while Amy was given the award for her Outstanding Contribution to Social Care, for the way she has championed the individual's rights and is an inspiration to both her colleagues and direct payment recipients.

SIL is very lucky to have Elaine, Amy and Ruth working for them but know that while these three have been recognised for being so exceptional, all of SIL's employees work hard every day to ensure the service users SIL supports are able to choose the way they want to live and are supported to do the things they want to do.

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FOR THE YEAR ENDED 31 MARCH 2019



SIL'S EVENTS AND FUNDRAISERS

Top left

A fun time was had by all at the the Easter Bonnet event. As well as prizes for the best bonnet, there was egg painting; a find the egg competition; and a special Easter selection of cakes and Hot Cross buns,

Bottom Left

Well done to Kristina Labanauskaite who successfully completed the Hereford half marathon for St Michael's Hospice. Kristina has already successfully raised over £125 so far.

Top Right

Sil Celebrated the royal wedding by enjoying some lovely cream teas. A fantastic £135.50 was raised for the SIL charity of the year, Herefordshire MIND, which is an amazing achievement.

Bottom Right

The Summer Garden Party and BBQ event is an annual thank you to everyone who supports SIL: service users, their carers, staff and trustees. A whopping £100 was raised for Herefordshire MIND, SIL's charity of the year

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SIL'S EVENTS AND FUNDRAISERS

Top left

Martina and her husband Andrew took part in the Wye Valley Challenge on August 11th and 12th 2018 in aid of Megan Baker house. They walked 100km from Chepstow to Hereford over the 2 days, walking around 10 hours a day.

Top Right

Nearly £60 was raised for Macmillan the staff enjoyed the cakes and a chance to step away from the pressures of work. Congratulations to Val who won the coveted Star Baker title with her enormous carrot cake

Bottom Left

SU Lyndsey roped in ILH team members and some of her friends to take part in the annual Venus Midnight walk in aid of St Michaels Hospice. The team had a fun night 'out' and raised over £100 for the charity.

Bottom Right

Thank you to everyone that participated in our annual Christmas Jumper Day on Friday 14th December at the Leominster Office. We raised a total of £79 for Save the Children.

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FOR THE YEAR ENDED 31 MARCH 2019



Ian and Support worker Charles took advantage of the Herefordshire festival Beer on the Wye, to have some relaxing fun in the sun with glittered face-paint, games, music and dancing.

Service users Sheila and Mark, with support from their SIL Team Leader, Donna, escaped to Daisy Lodge. They had a brilliant week visiting local attractions like Chatsworth House. More importantly the trip away meant they got to spend time with family and friends, some of which they hadn't seen in 35 years and went back to Sheila's home town of Buxton.

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Helen Lets nothing stop her chasing her dream and passion of long distance running and during 2018, as well as running over 5 UK races including the Cardiff 10k; the Great North Run and the Bristol 10k, she also managed to fit in some international events too. Helen competed in the Midnight Sun 10k in Tromso, Norway; as well as the New York Marathon with her support runner; finally to close the year Helen ran the Lanzarote 10k. Congrats Helen these are some amazing achievements good luck for the next race in 2019.



Jeremy felt sky high on his 60th birthday weekend - as part of it was spent enjoying party celebrations at Shobdon Airfield.

Jeremy was able to see the flight controller at the observation tower link in with pilots via a radio-controlled system and also enjoyed seeing light aircraft, gliders and parachutists. He said: "I really enjoyed my birthday party. It was good to have my friends and family with me."

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Dave is always on the move from an adventure down in London, visiting Kensington Palace Gardens and tour of the Houses of Parliament, to a night away having a boogie and enjoying the music at a Take That concert.

Luke and Kristina pictured relaxing in the summer sun on a glorious river cruise at Symonds Yat, but no sunny day is complete without ice cream. which they enjoyed at the end. They also spent an enjoyable day out at Ralph Court Gardens in Bromyard.



Alan enjoyed a day at Eastnor Castle on bank holiday weekend, as well as the castle's usual events there was also a traction engine and classic car show which he very much enjoyed. He also spent a day at the Much Marcle steam rally, where his favourite part was watching the vintage tractors.

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What a great job Anna; making a new toy out of old sheets. The sensory effect has meant that the Service User plays with this before bedtime instead of ripping his bed sheets. This is a huge step forward – from a Support Worker

My team; Linda, Angela, Juliette, Sonia, Kay and Marilyn, are absolutely fantastic. They make me feel like I have the greatest green-fingers. From planting seeds, providing plants and planting out, they help me to water, weed and nurture my garden. It is really special for me – they make me feel like I am doing it which is a really fantastic feeling – from a Service User

I'd just like to say thank you to SIL for making me feel so welcome during the MHFA training. I really enjoyed the two days and got so much out of it – from an external delegate

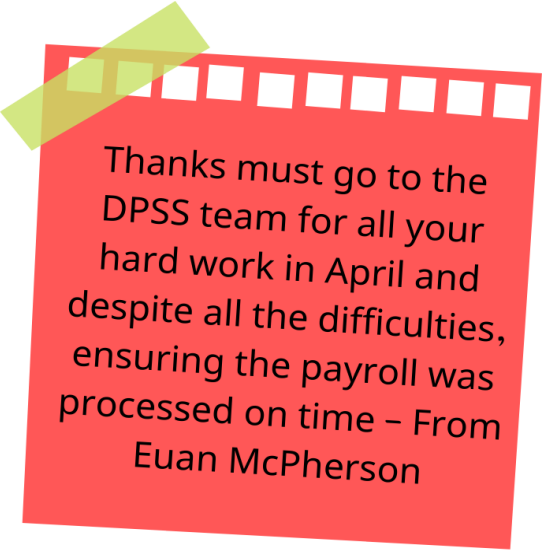
A Service User was really content in Aletche's company clapping his hands, singing, and shouting numbers through the microphone with Lofty. (Something I have never seen him perform before). This was so lovely to see and I would like Aletche recognised for this as she has only been supporting this Service User for a short period of time - From a Team Leader

Thank you to Linda for coming to the vets with me on your day off - From a Service User


THANKYOU

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FOR THE YEAR ENDED 31 MARCH 2019



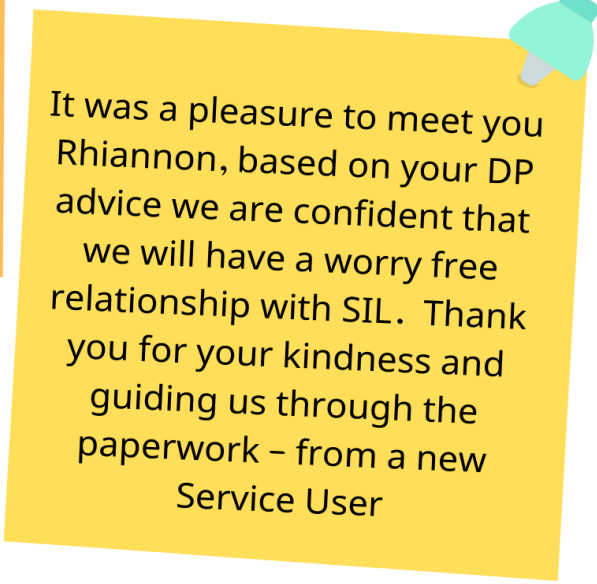
Thanks must go to the DPSS team for all your hard work in April and despite all the difficulties, ensuring the payroll was processed on time - From Euan McPherson



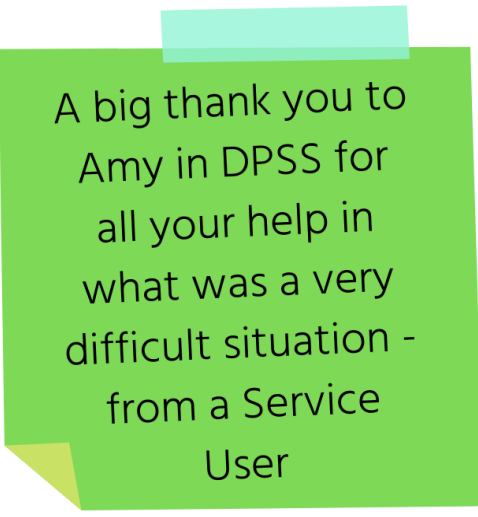
Thank you to the DPSS team for getting the accounts to us before the deadline and in such a systematic way. It has made our job a lot easier. Absolutely brilliant! - From the DP Team Manager, Herefordshire Council



Just wanted to pass on my thanks to the organisers of the afternoon tea today - it was delicious and such a lovely treat for a Friday. A brilliant charity too, of course. Hope it's all gone well this afternoon and lots of money was raised. - From a visitor



It was a pleasure to meet you Rhiannon, based on your DP advice we are confident that we will have a worry free relationship with SIL. Thank you for your kindness and guiding us through the paperwork - from a new Service User



A big thank you to Amy in DPSS for all your help in what was a very difficult situation - from a Service User

THANKYOU

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

FOR THE YEAR ENDED 31 MARCH 2019

1. Introduction

The Trustees present their report and accounts for the year ended 31 March 2019.

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

2. Structure, Governance & Management

2.1 Constitution

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

2.2 Our Charitable Objects

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

Our Vision (the change we would like to see)

To enable people affected by disabilities to exercise choice and control, to live independent lives, and to actively participate in society.

SIL's Mission

The provider of choice for individual care and support, empowering people to lead an independent life.

SIL's Guiding Principles:

- Partnership - working with individuals, groups and organisations to share knowledge and improve outcomes for disabled people.
- Respect - for all.
- Innovation - adapting efficiently and effectively to change and embracing new technology.
- Diversity - to be accepting of all people, both within and outside SIL.
- Equality - for all.
- Strength-based - maximising ability and not being constrained by disability.

2.3 Public Benefit

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

2.4 Services provided in pursuit of public benefit:

- Independent Living @ Home - domiciliary care service
- Employment Law advice and information to disabled people employing their own staff through a direct payment
- Payroll and financial management services to disabled people employing their own staff.

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

FOR THE YEAR ENDED 31 MARCH 2019

2.5 Achievement of objectives 2018/19

SIL supported approximately 800 people throughout Herefordshire and Torfaen in 2018/19 through the services outlined above. The people who use SIL's services include people with physical disabilities, learning disabilities, mental health, Acquired Brain Injuries and carers.

2.6 Governance

Consistent with our vision, SIL is a service user led/ controlled organisation, having at least 50% disabled trustees, or family carers. A register of interest is maintained and declarations of potential conflicts of interests are a standing agenda item at monthly Board meetings. The Trustees also operate the following committees which report to the Board; Finance and Service Performance. Committee membership is determined by the skills and experience of individual Trustees.

2.7 Recruitment of Trustees

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

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

In 2018/19 we recruited three new trustees, two of whom were ratified at the AGM, and one remains seconded and will be put forward for ratification at this year's AGM. We finished the period with 8 Trustees and 50% having lived experience of disability or family carer responsibilities.

2.8 Evaluation of Board Performance

The Board carried out a thorough review of internal governance arrangements and has changed the style and format of management reports to better reflect the information required by the Board. The Service Performance Committee has been implemented to give trustees assurance about the quality and compliance of our services.

SIL has started to use infographics and a balanced scorecard approach to report key information.

The Board reviewed and refreshed the three-year strategy focussing on growth in 2018/9.

Quality & Impact

CQC Rating – Good
Disability Confident Leader Employer
ACAS Model Workplace

Also see section 1 – Service User Stories/case studies from year book

2.9 Memberships

SIL is a member of the following organisations and Alliances

- United Kingdom Home Care Association
- National Council of Voluntary Organisations
- Disability Rights UK
- Disability Wales
- Dementia Action Alliance
- Disability Action Alliance
- Making it Real (Think Local Act Personal)
- Herefordshire Disability United

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TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2019

- Torfaen Voluntary Alliance
- The Civil Society

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

2.10 Annual Risk Assessment

All major risks have been reviewed and systems and procedures have been established to manage these risks. We undertake regular SWOT and PESTLE analysis. The key risk areas identified throughout 2018/19 form part of SIL's Business Plan and are laid out in the table below:

Risk	Like-likelihood	Impact	Score	Is risk increasing or decreasing	Notes
State of the Labour Market	4	5	20	No change	<p>Support Workers</p> <p>Brexit will have a negative impact on the number of people working in this area. Increases in National Living Wage will also make other sectors, particularly retail, look attractive to potential candidates. We are engaged with the local authority on a project to raise the profile of social care and encourage new people into care/support work.</p> <p>We will continue to focus on staff wellbeing, support and training with a view to being the 'employer of choice' locally. We will monitor pay rates and adjust in line with the market.</p> <p>We will continue to do very local targeting recruitment drives, through village shops/post offices etc when recruitment is difficult.</p> <p>General</p> <p>Generally, unemployment is continuing to decrease in Herefordshire which may lead to fewer applications for vacancies.</p> <p>We will continue to actively market SIL and raise the profile of the organisation through all media outlets and via any other opportunities which arise.</p> <p>Concerns regarding posts which require specialist knowledge or at senior management level. (see below)</p>

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FOR THE YEAR ENDED 31 MARCH 2019

<p>Project or service development</p> <ul style="list-style-type: none"> • Compatibility with objects, plans and priorities. • Funding and financial viability. • Project viability. • Skills availability. 	4	5	20	Increase	<ul style="list-style-type: none"> • To grow, the organisation will need to look at new areas of work which may change organisational priorities and/or need changes to the scope of the standing orders. • Development of new services may require new skills and accreditation • Capacity within SMT is an issue – although Marketing and Development post now in place • Business and operational plans currently being reviewed • Board agrees any new service development against charities objectives • Risk assessment before each new project or service • Each new development fully costed with management/central cost contribution included
<p>Competition</p> <ul style="list-style-type: none"> • Loss of contract income. • Reduced fund-raising potential • Reduced profile. • Profitability of trading activities. 	4	5	20	No Change	<ul style="list-style-type: none"> • SIL is vulnerable to larger providers moving in to the area/market. • SIL reliance upon Herefordshire Council commissioned work is high and we are seeing a national pressure on local authorities to cut costs. • Numbers of new people with significant support needs in Herefordshire is very small – the numbers coming out to tender are very small and an increasing number of providers are seeking to provide this type of support. • Herefordshire has a high proportion of very small providers – SIL's size give it an improved economy of scale and resilience. • PESTLE and SWOT undertaken at least annually • SMT actively networking and building partnerships • SIL can expand geographically
<p>Government Policy</p>	4	5	20	No Change	<ul style="list-style-type: none"> • Austerity measures are reducing local authority contract values. • Current austerity measures are generating greater competition for grant funding. • Still no Social Care Green Paper – although now seems to be some movement on this

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

FOR THE YEAR ENDED 31 MARCH 2019

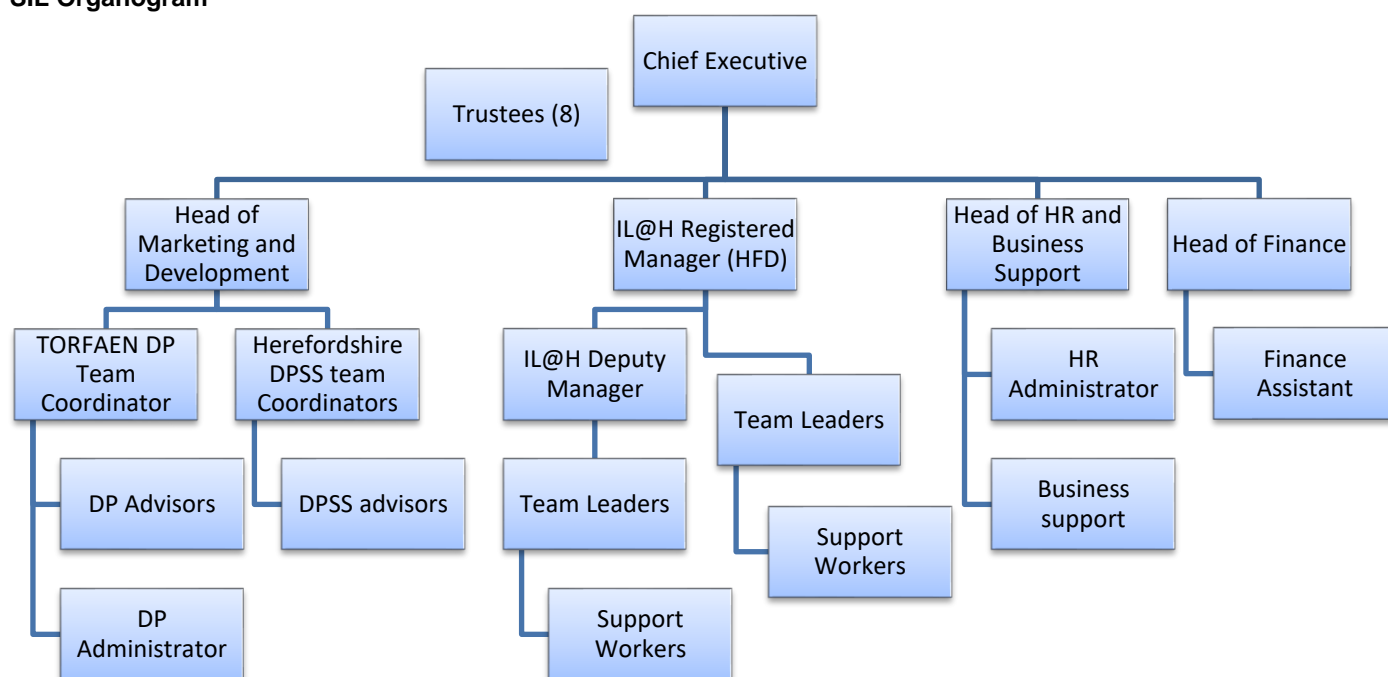
2.11 Organisational Structure

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

Staff are based at Head Office in Leominster and during 2019, at our sub office in Cwmbran, Wales. The Trustees delegate the day-to-day management ultimately to the Chief Executive, who heads a senior management team comprising Heads of Service, HR Manager and Finance Manager who report to the Board monthly. The remuneration of key management personnel is set by the Board of Trustees.

At 31 March 2019 SIL employed a headcount total of 90 staff: 30 are office based and 60 support workers.

SIL Organogram



3. Achievements and Successes in 2018/19

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

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

4. Financial Review

The charity has achieved a surplus of £70,630 (2017/18: £208,655) this year. Total income has decreased by £197,252 in comparison to last year, which was mainly as a result of 2 services WISH and Shop Mobility being discontinued at the end of the 2017/18 financial year.

**SERVICES FOR INDEPENDENT LIVING
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TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2019

Reserves policy

The total funds held by the charity at the year-end amounted to £881,632 (2017/18: £811,002), this included restricted funds of £9,418 (2017/18: £13,721).

Free reserves which include the amount of unrestricted funds at the year end, excluding tangible fixed assets, amounted to £609,682 (2017/18: £536,132).

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

5. Plans and Priorities 2019/20

Our strategy for 2019/20 is to:

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

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

6. Disclosure of information to auditors

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

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

J Rogers
Treasurer

A Pendleton
Chair

Dated 5 September 2019

SERVICES FOR INDEPENDENT LIVING

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2019

The trustees, who are also the directors of Services for Independent Living for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

SERVICES FOR INDEPENDENT LIVING

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF SERVICES FOR INDEPENDENT LIVING

Opinion

We have audited the financial statements of Services for Independent Living (the 'charity') for the year ended 31 March 2019 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

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

We have nothing to report in this regard.

SERVICES FOR INDEPENDENT LIVING

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF SERVICES FOR INDEPENDENT LIVING

Matters on which we are required to report by exception

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

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

SERVICES FOR INDEPENDENT LIVING

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF SERVICES FOR INDEPENDENT LIVING

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

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

5 September 2019

Chartered Accountants
Statutory Auditor

Granta Lodge
71 Graham Road
Malvern
Worcestershire
WR14 2JS

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

SERVICES FOR INDEPENDENT LIVING

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2019

Current financial year

	Notes	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £	Total 2018 £
Income from:					
Donations and legacies	3	887	-	887	746
Charitable activities	4	1,687,281	91,668	1,778,949	1,977,761
Investments	5	1,618	-	1,618	199
Total income		1,689,786	91,668	1,781,454	1,978,706
Expenditure on:					
<u>Charitable activities</u>					
Torfaen DPSS	6	-	105,837	105,837	87,303
ILH	6	1,474,370	-	1,474,370	1,418,948
Shopmobility	6	-	701	701	16,183
Hereford DPSS	6	129,701	-	129,701	123,817
Wish	6	-	215	215	123,800
Total charitable expenditure		1,604,071	106,753	1,710,824	1,770,051
Net incoming/(outgoing) resources before transfers		85,715	(15,085)	70,630	208,655
Gross transfers between funds	7	(10,782)	10,782	-	-
Net income/(expenditure) for the year/ Net movement in funds		74,933	(4,303)	70,630	208,655
Fund balances at 1 April 2018		797,281	13,721	811,002	602,347
Fund balances at 31 March 2019		872,214	9,418	881,632	811,002

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

SERVICES FOR INDEPENDENT LIVING

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2019

Prior financial year

	Notes	Unrestricted funds 2018 £	Restricted funds 2018 £	Total 2018 £
Income from:				
Donations and legacies	3	746	-	746
Charitable activities	4	1,749,399	228,362	1,977,761
Investments	5	199	-	199
Total income		1,750,344	228,362	1,978,706
Expenditure on:				
<u>Charitable activities</u>				
Torfaen DPSS	6	-	87,303	87,303
ILH	6	1,418,948	-	1,418,948
Shopmobility	6	-	16,183	16,183
Hereford DPSS	6	123,817	-	123,817
Wish	6	-	123,800	123,800
Total charitable expenditure		1,542,765	227,286	1,770,051
Net incoming/(outgoing) resources before transfers		207,579	1,076	208,655
Gross transfers between funds	7	(6,215)	6,215	-
Net income/(expenditure) for the year/ Net movement in funds		201,364	7,291	208,655
Fund balances at 1 April 2017		595,917	6,430	602,347
Fund balances at 31 March 2018		797,281	13,721	811,002

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

SERVICES FOR INDEPENDENT LIVING

BALANCE SHEET

AS AT 31 MARCH 2019

	Notes	2019 £	£	2018 £	£
Fixed assets					
Tangible assets	11		262,532		261,149
Current assets					
Debtors	13	183,051		199,443	
Investments	14	85,000		-	
Cash at bank and in hand		457,366		459,555	
		<u>725,417</u>		<u>658,998</u>	
Creditors: amounts falling due within one year	15	<u>(106,317)</u>		<u>(109,145)</u>	
Net current assets			619,100		549,853
Total assets less current liabilities			<u>881,632</u>		<u>811,002</u>
Income funds					
Restricted funds	17		9,418		13,721
Unrestricted funds			872,214		797,281
			<u>881,632</u>		<u>811,002</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2019, although an audit has been carried out under section 144 of the Charities Act 2011.

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

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

The accounts were approved by the Trustees on 5 September 2019

J Rogers
Treasurer

A Pendleton
Chair

Company Registration No. 04624968

SERVICES FOR INDEPENDENT LIVING

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	£	2018 £	£
Cash flows from operating activities					
Cash generated from operations	21		90,373		242,150
Investing activities					
Purchase of tangible fixed assets		(9,180)		(4,832)	
Short term investments		(85,000)		-	
Interest received		1,618		199	
Net cash used in investing activities			(92,562)		(4,633)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(2,189)		237,517
Cash and cash equivalents at beginning of year			459,555		222,038
Cash and cash equivalents at end of year			<u>457,366</u>		<u>459,555</u>

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

Company information

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

1.1 Accounting convention

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

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Incoming resources

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

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

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

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

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

(Continued)

1.5 Resources expended

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

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

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

1.6 Tangible fixed assets

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

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

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

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

1.7 Impairment of fixed assets

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

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

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

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

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

(Continued)

1.8 Cash and cash equivalents

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

Cash deposits where maturity exceeds three months are treated as short term investments and carried in current assets.

1.9 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

(Continued)

1.12 Leases

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

2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2019	2018
	£	£
Donations and gifts	887	746

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

4 Charitable activities

	Torfaen DPSS	ILH	Shoptmobility	Hereford DPSS	Wish	Total 2019	Total 2018
	£	£	£	£	£	£	£
Charitable activities income	91,475	1,517,397	193	169,884	-	1,778,949	1,977,761
Analysis by fund							
Unrestricted funds	-	1,517,397	-	169,884	-	1,687,281	
Restricted funds	91,475	-	193	-	-	91,668	
	91,475	1,517,397	193	169,884	-	1,778,949	
For the year ended 31 March 2018							
Unrestricted funds	-	1,576,307	7,087	166,005	-	1,749,399	
Restricted funds	91,390	-	6,800	-	130,172	228,362	
	91,390	1,576,307	13,887	166,005	130,172	1,977,761	

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

4 Charitable activities

(Continued)

	Torfaen DPSS	ILH	Shopmobility	Hereford DPSS	Wish	Total 2019	Total 2018
	£	£	£	£	£	£	£
Grant Income included in charitable activities:							
Torfaen County Council Service Level Agreement	91,390	-	-	-	-	91,390	91,390
Herefordshire Council Service Level Agreement	-	-	-	-	-	-	130,172
Eveson Trust	-	-	-	-	-	-	6,800
	<u>91,390</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>91,390</u>	<u>228,362</u>

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

5 Investments

	Unrestricted funds	Unrestricted funds
	2019	2018
	£	£
Interest receivable	1,618	199
	<u> </u>	<u> </u>

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

6 Charitable activities

	Torfaen DPSS	ILH	Shopmobility	Hereford DPSS	Wish	Total 2019	Total 2018
Staff costs	£ 73,319	£ 1,214,858	£ 576	£ 104,663	£ 84	£ 1,393,500	£ 1,436,802
Depreciation and impairment	-	1,950	-	49	-	1,999	6,146
Travel expenses	1,209	7,577	105	521	129	9,541	15,635
Training expenses	-	5,135	-	-	-	5,135	23,531
Telephone	763	-	-	-	-	763	1,305
Print, postage and stationery	865	4,325	-	-	-	5,190	5,980
Agency costs	-	3,984	-	-	-	3,984	2,650
Redundancy costs	7,216	-	-	-	-	7,216	-
Consumables and other	9,154	11,077	20	3,170	2	23,423	22,145
	92,526	1,248,906	701	108,403	215	1,450,751	1,514,194
Share of support costs (see note 8)	13,247	219,448	-	21,196	-	253,891	248,173
Share of governance costs (see note 8)	64	6,016	-	102	-	6,182	7,684
	105,837	1,474,370	701	129,701	215	1,710,824	1,770,051

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

6 Charitable activities

(Continued)

	Torfaen DPSS	ILH	Shopmobility	Hereford DPSS	Wish	Total 2019	Total 2018
Analysis by fund							
Unrestricted funds	-	1,474,370	-	129,701	-	1,604,071	-
Restricted funds	105,837	-	701	-	215	106,753	-
	105,837	1,474,370	701	129,701	215	1,710,824	-
For the year ended 31 March 2018							
Unrestricted funds	-	1,418,948	-	123,817	-	-	1,542,765
Restricted funds	87,303	-	16,183	-	123,800	-	227,286
	87,303	1,418,948	16,183	123,817	123,800	-	1,770,051

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

7 Transfers

A transfer of £10,782 has been made from unrestricted to restricted funds to cover the deficit incurred on the shopmobility service and DPSS services.

8 Support costs

	Support costs £	Governance costs £	2019 £	2018 £	Basis of allocation
Staff costs	175,580	-	175,580	176,322	
Depreciation	5,799	-	5,799	5,924	
Heat and light	3,673	-	3,673	3,185	
Rates	2,474	-	2,474	2,063	
Building maintenance	10,533	-	10,533	2,788	
Print, postage and stationery	6,334	-	6,334	7,998	
Insurance	6,161	-	6,161	6,734	
Computer costs	18,333	-	18,333	19,708	
Accreditation fees	35	-	35	617	
Bank charges	2,690	-	2,690	1,929	
Subscriptions	351	-	351	1,438	
Consumables and other costs	10,732	-	10,732	6,465	
Telephone	5,396	-	5,396	8,730	
Marketing	5,557	-	5,557	3,526	
Legal and Professional	243	-	243	746	
Accountancy	-	4,835	4,835	6,248	Governance
Committee meeting room hire	-	1,347	1,347	1,436	Governance
	<u>253,891</u>	<u>6,182</u>	<u>260,073</u>	<u>255,857</u>	
Analysed between					
Charitable activities	<u>253,891</u>	<u>6,182</u>	<u>260,073</u>	<u>255,857</u>	

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

Governance costs includes payments to the auditors of £4,300 (2018- £4,300) for audit fees.

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, none of the trustees were reimbursed for travel expenses (2018- 2 were reimbursed £115).

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2019 Number	2018 Number
Direct charitable activity	81	91
Support	9	9
	90	100
	90	100

Employment costs

	2019 £	2018 £
Wages and salaries	1,447,856	1,504,972
Social security costs	95,776	93,876
Other pension costs	25,448	14,276
	1,569,080	1,613,124
	1,569,080	1,613,124

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

11 Tangible fixed assets

	Freehold land and buildings £	Fixtures, fittings & equipment £	Total £
Cost			
At 1 April 2018	341,501	60,680	402,181
Additions	-	9,180	9,180
	341,501	69,860	411,361
At 31 March 2019	341,501	69,860	411,361
Depreciation and impairment			
At 1 April 2018	88,349	52,683	141,032
Depreciation charged in the year	3,424	4,373	7,797
	91,773	57,056	148,829
At 31 March 2019	91,773	57,056	148,829
Carrying amount			
At 31 March 2019	249,728	12,804	262,532
	249,728	12,804	262,532
At 31 March 2018	253,152	7,997	261,149
	253,152	7,997	261,149

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

12 Financial instruments

	2019 £	2018 £
Carrying amount of financial assets		
Debt instruments measured at amortised cost	177,555	191,101
Instruments measured at fair value through profit or loss	85,000	-
	<u> </u>	<u> </u>
Carrying amount of financial liabilities		
Measured at amortised cost	71,353	65,576
	<u> </u>	<u> </u>

13 Debtors

	2019 £	2018 £
Amounts falling due within one year:		
Trade debtors	168,858	165,177
Other debtors	8,697	25,924
Prepayments and accrued income	5,496	8,342
	<u> </u>	<u> </u>
	183,051	199,443
	<u> </u>	<u> </u>

14 Current asset investments

	2019 £	2018 £
Unlisted investments	85,000	-
	<u> </u>	<u> </u>

15 Creditors: amounts falling due within one year

	2019 £	2018 £
Other taxation and social security	34,964	43,569
Trade creditors	3,544	4,377
Other creditors	5,471	2,655
Accruals and deferred income	62,338	58,544
	<u> </u>	<u> </u>
	106,317	109,145
	<u> </u>	<u> </u>

16 Retirement benefit schemes

Defined contribution schemes

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

The charge to the statement of financial activities in respect of defined contribution schemes was £25,448 (2018 £14,276).

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

17 Restricted funds

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

	Movement in funds				Movement in funds				
	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2019 £
Direct payment support service (Torfaen)	-	91,390	(87,303)	-	4,087	91,475	(105,837)	10,275	-
Shopmobility (Hereford)	-	-	-	-	-	193	(701)	508	-
Eveson Charitable Trust	3,168	6,800	(16,183)	6,215	-	-	-	-	-
Wish Fund	3,262	130,172	(123,800)	-	9,634	-	(216)	-	9,418
	6,430	228,362	(227,286)	6,215	13,721	91,668	(106,753)	10,782	9,418

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

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

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

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

18 Analysis of net assets between funds

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £	Unrestricted funds 2018 £	Restricted funds 2018 £	Total 2018 £
Fund balances at 31 March 2019 are represented by:						
Tangible assets	262,532	-	262,532	261,149	-	261,149
Current assets/ (liabilities)	609,681	9,418	619,099	536,134	13,721	549,855
	<u>872,213</u>	<u>9,418</u>	<u>881,631</u>	<u>797,283</u>	<u>13,721</u>	<u>811,004</u>

19 Operating lease commitments

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

	2019 £	2018 £
Within one year	-	8,666
	<u>-</u>	<u>8,666</u>

20 Related party transactions

Remuneration of key management personnel

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

	2019 £	2018 £
Aggregate compensation	53,076	51,406
	<u>53,076</u>	<u>51,406</u>

Transactions with related parties

At the year end £1,134,105 (2018 - £1,069,182) cash was being held separately in a client bank account by the charity on behalf of its service users in connection with the Payroll and Managed Accounts Service, to which the charity operates in an agent capacity.

During the year 2 trustees received services from the charity amounting to £3,749 (2018 - £3,838), at the balance sheet date £32 (2018 - £655) was outstanding.

SERVICES FOR INDEPENDENT LIVING

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

21 Cash generated from operations	2019 £	2018 £
Surplus for the year	70,630	208,655
Adjustments for:		
Investment income recognised in profit or loss	(1,618)	(199)
Depreciation and impairment of tangible fixed assets	7,797	12,070
Movements in working capital:		
Decrease in debtors	16,392	35,842
(Decrease) in creditors	(2,828)	(14,218)
Cash generated from operations	<u>90,373</u>	<u>242,150</u>