

DULWICH HELPLINE
(A company limited by guarantee)
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2010



Company Registration Number: 05189161
Charity Registration Number: 1105923

DULWICH HELPLINE

FOR THE YEAR ENDED 31 MARCH 2010

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DULWICH HELPLINE

LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2010

Trustees:

- | | |
|----------------------------|---|
| ▪ Edward Salmon | Chair |
| ▪ Myra Chapman | Treasurer |
| ▪ Katharine St John-Brooks | Vice Chair |
| ▪ Michael Merifield | Company Secretary |
| ▪ Edmund Kaye | |
| ▪ Patricia Smith | |
| ▪ Kirsty Gould | |
| ▪ Aro Nylander | } Co-opted 10 June 2009 and formally appointed at AGM
October 2009 |
| ▪ Patricia Cox | |
| ▪ An Chi Chen | Co-opted 9 December 2009 |

Company Registered Number

05189161

Charity Registered Number

1105923

Registered Office

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

Director

Barbara Scott

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 2010

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 2010. 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 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, service users and supporters of the organisation who elect to become members.

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.

Staff

At the end of the year there were 2 full-time and 6 part-time staff -

Director - Barbara Scott, part-time

Project Co-ordinators:-

- Sandra Arnold, full-time
- Bethany Rockliffe, full-time
- Sue Yeomans, part-time

Volunteer Co-ordinator - Jean Hedden, part-time

Administrator/fundraiser - Caroline Dunmall, part-time

Estate support worker - Jackie Barber, part-time

Bookkeeper - Michelle Sinclair, part-time

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

Recruitment and appointment of Trustees

The Articles of Association provide that, at each 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 The maximum time a trustee may serve is 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 During this year we have been fortunate to recruit three new trustees, Patricia Cox, Aro Nylander and An Chi Chen Trustees bring experience in the public and voluntary sectors, management, finance and care of older people Volunteers and service users are represented on the Board of Trustees

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,
- attendance at a Board of Trustees meeting

Information from the Southwark Trustees Network which aims to educate and inform Trustees about their responsibilities and raise their understanding of good practice in governance is circulated to trustees Training courses run by Community Action Southwark (formerly Southwark Community Care Forum) and Southwark Council are open to all Trustees

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

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

Vision

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

Mission statement

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

Core values

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 service users in the design and delivery of our services and, where possible, encourage them to act as volunteers,
- integrate service users into the wider community and local networks

PUBLIC BENEFIT

The Charity Commission now requires all charities to consider and report on public benefit. Dulwich Helpline, along with other charities, has to show that the aims and charitable activities are demonstrably for the public benefit. The level of detail reported should be proportionate to the size and financial turnover of the charity.

The activities of the Helpline demonstrate their public benefit by offering services to older people (over the age of 60) living within a defined geographical area. The Helpline's services are open to all. People are assessed when they are referred or contact the Helpline. If they are interested in using the services we offer and we can reasonably hope to assist them, we discuss the range of services we can offer. We recognise that in order to benefit from our services and to assist with the activities of normal life we may have to facilitate access by providing transport.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

OBJECTIVES AND ACTIVITIES (continued)

There is no restriction based on ability to pay, although many of our service users voluntarily support Dulwich Helpline through donations and becoming part of the 'Friends' scheme. Our work in providing befriending, social groups, activities, assistance with travel, gardening and household tasks helps to build resilience through facilitating access to activities. Friendships and social contacts are fostered and developed. Our work can serve to reduce service users' recourse to other, publicly funded, providers of health and social care.

Our volunteers also benefit as they recognise the value of their contribution to their community. We believe this activity also builds a sense of community cohesion in the area, particularly the work we do with local schools and the level of inter-generational contact we seek to promote.

ORGANISATION OF WORK

Each Co-ordinator supports a number of individual service users and is responsible for specific activity and befriending groups. The Co-ordinators, in turn, preside at a weekly referral meeting where new service users are allocated for assessment, user needs are discussed and service users are matched with appropriate volunteers.

To achieve its aims during 2009-10 Dulwich Helpline has undertaken a wide range of activities related to the following areas of work -

- The recruitment, training and ongoing support of volunteers
- Service delivery
- Fundraising
- Organisational development

The recruitment and training of volunteers

Dulwich Helpline is essentially a voluntary organisation and we are deeply grateful to our volunteers for their support across the whole range of activities.

We continue to be successful in recruiting volunteers and had 260 active volunteers during 2009-2010. There were also 30 school students (aged 16+) who volunteered, supporting the intergenerational computer groups. Although it is not unusual for volunteers to work with us for at least 5 years, it is necessary to recruit constantly to 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. A complete volunteer package is in place to provide on-going support to volunteers and staff are always available to discuss any difficulties which may arise.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

During the year, in addition to the 6 social 'get-togethers' which include mini training sessions there have been 3 formal training sessions on mental health, first aid and wheelchair handling. These sessions were also attended by volunteers from Age Concern Lambeth, and Southwark Churches Care.

There have been 9 welcome sessions for potential volunteers in 2009-10. Our approach has changed during the course of the year and we are now offering individual, as opposed to group, sessions for people interested in volunteering. Over this year, we have had sufficient trained volunteers to cover all areas of activity.

Volunteer Statistics	2009-10
Number of volunteers over the whole year	260
Volunteers recruited	34
Volunteers left	31
Befriending volunteers, a subset of the total	135
Volunteers undergoing the assessment process	8

In order to replenish our supply of high quality volunteers Dulwich Helpline has to maintain a clear profile in the local community. Our Volunteer Co-ordinator, Jean Hedden, has attended 10 local events. This increases the number of people who see material about our work and the opportunities for volunteering. These events have proved to be a useful source of new volunteers.

Delivery of Services

We provide friendly volunteer support for isolated older people aged 60+. We cover a small, but densely populated, geographical area which is the southerly portion of the London Borough of Southwark.

Our volunteers and services help to enable people to stay in their own homes. The services we are able to provide cover 4 broad areas -

- **One-to one befriending**

A volunteer visits someone regularly in their own home, for either just a chat, or around a specific task, such as reading to a blind person, assisting with correspondence, or helping with domestic administration.

- **Activity Groups**

We run a selection of groups in the local area, these include coffee mornings, chair-based exercise, reading, computers, bridge etc.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

Delivery of Services (continued)

- Hospital visiting

We have a regular volunteer who visits all of our service users in King's College Hospital

- Practical tasks

We can offer one-off practical help around the home. Our volunteers do a range of tasks such as help with putting up shelves, changing light bulbs, gardening and occasional transport help

The delivery of Dulwich Helpline services relies not only on volunteers but on a small but committed staff team. Our Co-ordinators, Sandra Arnold, Bethany Rockliffe and Sue Yeomans assess new service users and describe the services we offer. If we are unable to help, care is taken to advise where alternative help and advice can be obtained.

New Activities

During the course of the year, in spite of a reduction in staff hours, we have maintained the level of services and added some new work. We have tried to improve the accuracy of our 'tasks' statistics, but we are dependent on our volunteers feeding back the information.

As well as the incremental growth of our ongoing activities we have strived to be innovative and we have sought new partners – The Wildlife Garden Centre, Charter and Kingsdale Schools, for example. We are also pleased to continue working with our previous partners including, among others, Dulwich Picture Gallery and several other local schools.

We continue to have a large group of service users and volunteers on the Kingswood Estate, led by our estate worker, Jackie Barber who is focussed there and knows the area well. Reminiscence, social groups and shopping trips are ongoing. In addition to this a group of service users participated in a project with pupils from Kingsdale School and Southwark Library service around the theme of play. This intergenerational project culminated in a visit to the Museum of Childhood at Bethnal Green and an evening at the school. Dulwich Helpline continues to have good links with the staff of Kingswood House, The Friends of Kingswood House, Kingswood Tenants and Residents Association and Paxton Green Time Bank.

During the past year the co-ordinators have undertaken outreach work on the Sydenham Hill and the Lordship Lane estates in order to recruit new members. This community development requires planning and staff time, but it is slow to produce the results. However out of these efforts we have a promising new group now meeting on a regular basis at the Plough public house.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

Challenges

The suspension of the Intermediate Care Unit on the Dulwich Hospital site has diminished our contact with older people who have been in hospital and are in the rehabilitation phase of their recovery. We were disappointed that with the closure of the intermediate care beds on the Dulwich site we have not been able to continue to provide diversionary activity for this group of recovering in-patients. We continue to visit service users in King's College Hospital.

Transport is an increasing challenge in terms of cost. When older people can no longer easily use public transport we have to help them access social groups and essential services by providing transport. This is done through volunteers providing lifts and through the hire of specialised transport. Facilitating access to outside activities is a vital strand in maintaining independence.

As many of our service users become frailer they need more support to get ready to leave the house and it is imperative that we have enough volunteers to assist with escorting to and from the transport as well as actually giving the lift.

The unusually cold winter had an impact on our ability to provide transport and there was some nervousness about venturing out when the pavements were icy. There was also a higher number of deaths of service users during the winter period, which is a source of sadness.

Fundraising

Raising funds is a major activity for Dulwich Helpline. The core grants we receive from Southwark Social Care and Health are vital to our financial health, we cannot assume however, that these grants will continue indefinitely. This funding also provides assurance to major grant making trusts that we provide a valuable service for local people.

Our fundraising committee and our administrator/ fundraiser, Caroline Dunmall energetically organise a range of events throughout the year. Our local fundraising produces additional income and maintains our profile in the local community. We have a large number of individuals who contribute to our 'Friends' scheme. There are also a number of local organisations who fundraise on our behalf, give gifts 'in kind', provide vital publicity, run events or who nominate us as their charity of the year. This embeds us in our very generous local community. We are extremely grateful for this invaluable support.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

Organisational Development

Throughout the year we have improved a number of our internal systems in order to streamline our communications and made good progress in assuring the quality of our operations In 2009-10

- We completed PQASSO level 1 a quality assurance system for small organisations
- Our database was revamped
- Our website was updated by a volunteer
- All staff had appraisals and supervision
- All staff undertook some training or development
- We improved the accessibility of our financial reporting for Trustees by showing trends over time
- We continue to communicate with volunteers, service users and a wider audience through the circulation of our quarterly newsletter, 'The Herald', produced by Caroline Dunmall and with help from a group of volunteers

We have spent time this year thinking about future pressures relating to income, premises and the strategic direction of the organisation We had a number of sessions with staff and Trustees looking at how we might manage if our income falls or we have financial pressures relating to our tenancy

In anticipation of this we had a bursary from central government which had to be spent on consultancy 'Community Innovation UK' helped the staff and Trustees to look at a possible extension in our range of activity and the type of local fundraising undertaken The conclusion of this work was that we were taking advantage of most of the opportunities available to the Helpline and the possible new areas of activity were accompanied by the necessity for expenditure and were likely to be very labour intensive and risky

Service User Involvement

We ran the bi-annual service user survey in February 2010, and had a 17% return of responses The replies we received were extremely positive but we are cautious about over interpreting the results given the small number of responses

Encouraging service 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 service users host groups in their own homes too and this helps reinforce the bonds of friendship within the group

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

Group evaluations

All our 22 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.

A new cycle of reviews started in 2009. The two reviews undertaken so far have been very positive and thorough. We thank Anne Sullivan, our volunteer who undertook training specifically for this work.

Achievements and Performance

We believe we are providing a useful service to older people and the opportunities we provide make a serious contribution to helping people stay in touch with their communities and reducing their isolation. 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 that service users can visit. 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 promoting inter-generational contact. Our volunteers enable service users to be in contact with local people, to attend local shops, restaurants/pubs, events, and to travel to appointments. The groups that we run enable service users to keep contact and develop friendships with one another on a regular basis. Group members enjoy occasional outings and provide support for each other if someone is unwell.

Statistical analysis

The number of service users registered on our database has dropped over the period of this year from 390 to 350. There were a number of casual visitors to the Kingswood drop-in, but unless the person is registered as a service user we do not include them. The number of deaths has risen this year to 26 in contrast to 13 last year. We do not have a view of losses for other reasons such as people leaving, perhaps to care homes outside of the area.

Number of tasks for service users completed by volunteers	621
Number of groups offered over the year	22
Number of meetings of groups in total	409
Number of attendances at groups in total	3442
Average number of group attendance per group, per meeting	8.41

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

Statistical analysis (continued)

There is of course a difference between the number of people we help over the course of the year and the numbers on the database when we calculate the number of actual service users at the end of the financial year. We want to expand incrementally year by year if possible but it may be that we will have to settle for a lower growth in numbers but perhaps offer more variety to the group of service users we have

- 409 separate activity group meetings were held with a total of 3,442 attendances, in contrast to 2008/09 when 432 meetings took place generating an attendance of 3306. We believe this was attributable to the inclement weather. The average number of people attending each group was higher, 8.41 in contrast to 7.65 in 2008/09
- Volunteers completed at least 3,442 separate practical tasks for service users, including transport
- We coordinated 107 befriending relationships
- 260 volunteers supported Dulwich Helpline over the course of the year. 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 service users, volunteers and other professional organisations. These newsletters contain news of the services we provide, useful information, fundraising initiatives, views of our service users and volunteers, and reports of surveys and evaluations to help keep everyone up to date with what is going on

Performance as rated by our volunteers

A focus group was held in July 2009 facilitated and recorded by two people external to the organisation. The key points from this were that

- Generally volunteers were satisfied with the support they received, particularly when there were problems with service users
- There was a quick response to the phone calls
- They felt well informed through The Herald, emails and post

They also had ideas about other things we could do. These include

- Using Facebook as a communication tool
- Wider advertising for the recruitment of more volunteers
- Increase the distribution network for our leaflets

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

REVIEW OF FUNDRAISING ACTIVITIES

We had a successful year in generating income. Total income for the year was £247,539. This was more than we had anticipated and reflects successful applications for grants made to new and existing funders. We had donations from 16 trusts, including 6 first-time donors. The income also reflects the success of local fundraising and we are grateful to individual donors and local organisations who support the Helpline so generously. Income from fundraising and donations from the local community was over £44,000. The Garden Safari alone raised some £5,500.

As in previous years, the largest proportion of Helpline funding came from Southwark Social Care and Health just under £94,000, which represents 38% of total income.

For 2010-11, we already have expected income of just under £140,000 from Southwark Social Care and Health and large charitable trusts. In addition we aim to raise some £35,000 from the local community and our own fundraising activities.

FINANCIAL REVIEW

Our total expenditure for the year was £211,493 and, with a total income of £247,539, we have been able to increase our reserves by over £36,000 (to £144,315). We feel that this is prudent as the outlook beyond 2010-11 looks problematic. Dulwich Helpline has always depended on substantial funding from Southwark Social Care and Health, who are carrying out a review of 'discretionary services' and, with major cuts expected in all local authority budgets, they have been unable to say to what extent they will continue to support the Helpline. In addition, the future of the Community Hospital site in East Dulwich Grove is uncertain. At present, the Helpline rents premises within the hospital at a favourable annual rent. If the Helpline had to move from these premises it seems unlikely that suitable alternative work space could be found at a comparable rent. For both of these reasons, the Trustees have decided that our reserves should be set at a level that would allow the Helpline to continue to operate at its current level of activity while options for operating at a lower level of activity were explored (see below).

The largest share of Helpline expenditure (some 77%) is payment of the staff who co-ordinate all Helpline activities. Our 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 also undertaken some scenario planning with staff and trustees to try to determine the options available if funding were to fall substantially.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

RESERVES POLICY

Dulwich Helpline needs to carry a sufficient reserve to maintain a reasonable level of service to service users (which requires the continued employment of members of staff) in the event of a gap in the provision of income or an unforeseen rise in expenditure (It often takes time for trusts to respond to requests, and payments of grants do not necessarily follow Dulwich Helpline's financial year. An example of an increase in expenditure would be the need to find new, more expensive accommodation)

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

Our policy has been that reserves should be at a level of between three and six months' recurrent expenditure. Responding to the increased risk of having to find new, more expensive, accommodation, the Trustees feel that reserves should be increased to a level that would permit three to six months normal operations while alternatives were explored. In addition there should then be sufficient to fund an orderly wind up of the Helpline. A rough estimate of the cost of redundancy payments to staff plus legal costs of winding up the Helpline is £50,000. At current levels of expenditure the reserves therefore need to be maintained between £105,000 and £160,000. At the year end the charity held free reserves (unrestricted funds) of £144,315. However, we anticipate drawing some £30,000 from reserves to fund the expected deficit in the financial year 2010-2011.

PLANS FOR THE FUTURE

Our future plans include offering services to additional users in response to demand and when and where possible increasing the range of services we offer.

For service users

- Increased independence and ability to remain in their own homes
- Reduced anxiety and increased self-confidence
- Involvement in planning and delivering the service
- 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

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

PLANS FOR THE FUTURE (continued)

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 covering a range of activities that promote mental and physical health, and to look into new areas of activity,
- we will respond to user requests for both emotional and practical support and match suitable volunteers with service users to provide this,
- we will encourage more service 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 service users and volunteers we will also provide information about our activities and opportunities to service 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 service 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 AND GOVERNANCE

Risk management

The Trustees have assessed the major risks to which the charity 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 2010 (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

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2010

FINANCIAL REVIEW

Loss of key funders:

1 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.

2 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 £12,577. The Fundraising 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. In addition to this, we received a total of £31,968 in donations.

3 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 about 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.

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 2009-10, three Trustees have been working with the Director in both researching major donors and making applications. The staff have also been involved in providing 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. We now hope, however, that with increasing emphasis on the 'Big Society' funders will give higher priority to organisations such as the Helpline that harness local resources for the benefit of the local community.

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 2010

Trustees' Responsibilities

The Trustees, as directors of the charitable company, are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and regulations

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP,
- make judgments and accounting estimates that are reasonable and prudent,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

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

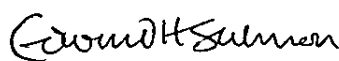
So far as each of the directors is aware at the time the report is approved

- there is no relevant audit information of which the company's auditors are unaware, and
- the directors have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

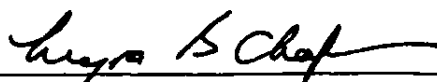
AUDITORS

A proposal to adopt Knox Cropper, chartered Accountants, as independent examiners for the forthcoming year will be put forward at the Annual General Meeting

This report was approved by the Trustees on 20th September 2010 and signed on its behalf by



Edward Salmon
Chair



Myra Chapman

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
DULWICH HELPLINE
FOR THE YEAR ENDED 31 MARCH 2010**

REPORT TO THE TRUSTEES OF DULWICH HELPLINE

I report on the financial statements of the Company for the year ended 31 March 2010 which comprise the Statement of Financial Activities (incorporating the Income and Expenditure Account) and Balance Sheet, with the related notes. This report is made solely to the Company's Trustees, as a body, in accordance with Section 43 of the Charities Act 1993 and regulations made under section 44 of that Act. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work, for this report, or for the opinions I have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The Trustees, who are also the directors of the company for the purposes of company law, are responsible for the preparation of the financial statements. The Trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 (the Act) and that an independent examination is needed. Having satisfied myself that the Society is not subject to audit under charity or company law and is eligible for independent examination, it is my responsibility to

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

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the ICAEW.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Company and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as 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 financial statements 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 386 of the Companies Act 2006, and
 - to prepare financial statements which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice Accounting and Reporting by Charities have not been met, or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached



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20 September 2010

DULWICH HELPLINE

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating Income and Expenditure account)

FOR THE YEAR ENDED 31 MARCH 2010

	Notes	Restricted Funds £	2010 Unrestricted Funds £	Total Funds £	2009 Total funds £
INCOMING RESOURCES					
<i>Incoming resources from generated funds</i>					
Voluntary income	2	-	41,614	41,614	36,771
Activities for generating funds					
Fundraising income		-	11,495	11,495	13,282
Investment income – bank interest		-	382	382	6,258
<i>Incoming resources from charitable activities – Supporting Older People</i>					
Other income	3	27,000	166,973	193,973	161,573
		-	75	75	100
Total incoming resources		<u>27,000</u>	<u>220,539</u>	<u>247,539</u>	<u>217,984</u>
RESOURCES EXPENDED					
<i>Cost of generating funds</i>					
Generating voluntary income		-	21,202	21,202	27,294
<i>Charitable activities – Supporting Older People</i>	7	27,435	145,898	173,333	188,833
<i>Governance costs</i>	6	-	16,958	16,958	20,449
Total resources expended		<u>27,435</u>	<u>184,058</u>	<u>211,493</u>	<u>236,576</u>
Net income/(expenditure) before transfers		(435)	36,481	36,046	(18,592)
Transfers between funds	13	-	-	-	-
Net movement in funds in the year/income/(expenditure)		(435)	36,481	36,046	(18,592)
Reconciliation of funds					
Total funds at 1 April 2009		<u>435</u>	<u>107,834</u>	<u>108,269</u>	<u>126,861</u>
Total Funds at 31 March 2010		<u>-</u>	<u>144,315</u>	<u>144,315</u>	<u>108,269</u>

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

The notes on pages 20 to 25 form part of these financial statements

DULWICH HELPLINE

BALANCE SHEET


AS AT 31 MARCH 2010

	Notes	2010		2009	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	10		-		-
CURRENT ASSETS					
Debtors	11	7,448		3,136	
Cash at bank and in hand		158,559		161,168	
		<u>166,007</u>		<u>164,304</u>	
CREDITORS: Amounts falling due within one year	12	<u>(21,692)</u>		<u>(56,035)</u>	
NET CURRENT ASSETS			<u>144,315</u>		<u>108,269</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>£144,315</u>		<u>£108,269</u>
CHARITY FUNDS					
Restricted Funds	13		-		435
Unrestricted funds	13		<u>144,315</u>		<u>107,834</u>
			<u>£144,315</u>		<u>£108,269</u>

The Company is exempt from the requirements relating to preparing audited accounts in accordance with Section 477 of the Companies Act 2006. The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Trustees on 20/9/2010 and signed on their behalf, by



Edward Salmon
Chair



Myra Chapman
Trustee

The notes on pages 20 to 25 form part of these financial statements

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2010

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 2006 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 2006.

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.

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.

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2010

1 ACCOUNTING POLICIES (continued)

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.

2 VOLUNTARY INCOME

	Restricted funds £	Unrestricted funds £	Total Funds 2010 £	Total Funds 2009 £
Dulwich Luncheon Club	-	2,470	2,470	1,380
The Elizabeth and Prince	-			
Zaiger Trust	-	5,000	5,000	7,000
Church Collections	-	1,395	1,395	1,211
Metropolitan Police	-	-	-	1,600
Gift Aid	-	6,987	6,987	1,848
Other voluntary income	-	18,672	18,672	18,939
Christmas appeals	-	2,172	2,172	3,938
In memoriam	-	1,526	1,526	855
Funraisers	-	3,392	3,392	-
	<u>£ -</u>	<u>£41,614</u>	<u>£41,614</u>	<u>£36,771</u>

3. INCOMING RESOURCES – SUPPORTING OLDER PEOPLE

	Restricted Funds £	Unrestricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Southwark Health and Social Care	-	93,973	93,973	93,973
The Dulwich Almshouse Charity	2,000	-	2,000	4,000
Wates Foundation	-	10,000	10,000	13,000
Concertina Charitable Trust	-	-	-	100
The Henry Smith Charity	20,000	-	20,000	20,000
City Bridge Trust	-	-	-	30,000
Dulwich Community Council	-	-	-	500
Inman Charity	-	3,000	3,000	-
Lloyds TSB Foundation	-	5,000	5,000	-
Merchant Taylors' Company	-	15,000	15,000	-
The Leathersellers' Company	-	-	-	-
Charitable Fund	-	2,000	2,000	-
The Robert McAlpine Foundation	-	15,000	15,000	-
Garfield Weston Foundation	-	5,000	5,000	-
Capital International	-	2,000	2,000	-
The Peter Minet Trust	-	2,000	2,000	-
The Sobell Foundation	-	10,000	10,000	-
Mercers Charitable Foundation	5,000	-	5,000	-
Albert Hunt Trust	-	1,000	1,000	-
The Goldsmiths Company	-	3,000	3,000	-
	<u>£27,000</u>	<u>£166,973</u>	<u>£193,973</u>	<u>£161,573</u>

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2010

4. RESOURCES EXPENDED	Direct staff costs £	Other direct costs £	Support costs £	2010 £	2009 £
Charitable expenditure					
Supporting older people	108,893	16,452	47,988	173,333	188,833
Other expenditure					
Cost of generating voluntary income	13,896	369	6,937	21,202	27,294
Governance costs	5,200	6,561	5,197	16,958	20,449
Total	£127,989	£23,382	£60,122	£211,493	£236,576

5 SUPPORT COSTS:	Supporting Older People £	Cost of Generating Voluntary Income £	Governance Costs £	2010 £	2009 £
Repairs, maintenance & IT	2,193	317	238	2,748	6,155
Telephone	1,741	252	189	2,182	2,411
Bookkeeping	4,301	622	466	5,389	4,108
Depreciation	-	-	-	-	658
Rent	5,032	727	545	6,304	6,304
Insurance	1,235	179	133	1,547	1,471
Training	640	92	69	801	1,593
Printing, postage & stationery	5,084	735	550	6,369	6,134
Staff costs	27,762	4,013	3,007	34,782	41,404
Total	£47,988	£6,937	£5,197	£60,122	£70,238

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

6. GOVERNANCE	2010 £	2009 £
Audit and accountancy fees	3,302	4,045
Trustees' costs	3,259	3,345
Support costs	5,197	6,071
Staff Costs	5,200	6,988
	£16,958	£20,449

7 ANALYSIS OF RESOURCES EXPENDED BY ACTIVITIES

	Activities undertaken directly £	Support costs £	Total 2010 £	Total 2009 £
Supporting older people	£125,345	£47,988	£173,333	£188,833

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2010

8	NET INCOME/(EXPENDITURE)	2010	2009
		£	£
	This is stated after charging		
	Depreciation of tangible fixed assets	-	658
	- independent examination	2,800	2,300
	- accountancy fees	502	1,725
	Pension costs	5,419	7,831
		<u> </u>	<u> </u>
	During the year, no trustees received any remuneration (2009 – £Nil)		
	During the year, no trustees received any benefits in kind (2009 – £Nil)		
	During the year, no trustees received any reimbursement of expenses (2009 – £Nil)		
9	STAFF COSTS	2010	2009
		£	£
	Staff costs were as follows		
	Wages and salaries	146,301	161,663
	Social security costs	11,052	14,155
	Pension costs	5,419	7,831
		<u> </u>	<u> </u>
		£162,772	£183,649
		<u> </u>	<u> </u>
		No.	No.
	The average number of full-time equivalent employees during the year was		
	Supporting older people	4	4
	Support	1	1
		<u> </u>	<u> </u>
		5	5
		<u> </u>	<u> </u>
	No employee received remuneration amounting to more than £60,000 in the year (2009 none)		
10.	TANGIBLE FIXED ASSETS		Office equipment
			£
	Cost		
	At 1 April 2009		15,698
	Additions		-
	Disposals		-
	At 31 March 2010		<u>15,698</u>
	Depreciation		
	At 1 April 2009		15,698
	Charge for the year		-
	Eliminated on disposals		-
	At 31 March 2010		<u>15,698</u>
	Net Book Value		
	At 31 March 2010		<u>£ -</u>
	At 31 March 2009		<u>£ -</u>

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2010

11. DEBTORS			2010	2009
			£	£
Other debtors			6,343	1,955
Prepayments and accrued income			1,105	1,181
			<u>£7,448</u>	<u>£3,136</u>
12. CREDITORS: amounts falling due within one year			2010	2009
			£	£
Other creditors			-	168
Accruals and deferred income			21,692	55,867
			<u>£21,692</u>	<u>£56,035</u>
13. STATEMENT OF FUNDS	Brought forward	Incoming resources	Resources expended	Carried forward
	£	£	£	£
Unrestricted funds				
General funds	107,834	220,539	(184,058)	144,315
Restricted funds				
The Dulwich Almshouses Charities	-	2,000	(2,000)	-
Mercers Charitable Foundation	-	5,000	(5,000)	-
Dulwich Community Council	435	-	(435)	-
The Henry Smith Charity	-	20,000	(20,000)	-
Subtotal	<u>435</u>	<u>27,000</u>	<u>(27,435)</u>	<u>-</u>
Total of funds	<u>108,269</u>	<u>247,539</u>	<u>(211,493)</u>	<u>144,315</u>
SUMMARY OF FUNDS				
General funds	107,834	220,539	(184,058)	144,315
Restricted funds	435	27,000	(27,435)	-
	<u>108,269</u>	<u>247,539</u>	<u>(211,493)</u>	<u>144,315</u>
14. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Restricted Funds	Unrestricted Funds	2010	2009
	£	£	£	£
Tangible fixed assets	-	-	-	-
Current assets	-	166,007	166,007	164,304
Creditors due within one year	-	(21,692)	(21,692)	(56,035)
	<u>£ -</u>	<u>£144,315</u>	<u>£144,315</u>	<u>£108,269</u>

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2010

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 £5,419 (2009 £7,831). 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.