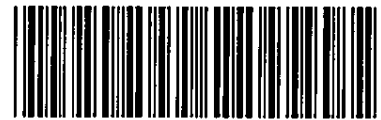


**Friend (Weston-super-Mare) Limited**  
**Directors' Report and Financial Statements**  
**For the Year Ended**  
**31<sup>st</sup> March 2009**

**Company No. 2026504**

**Charity No. 900253**

**TUESDAY**



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**24/11/2009**  
**COMPANIES HOUSE**

**Brooking, Ruse & Co. Limited,  
Chartered Accountants &  
Registered Auditors,  
3 Beaconsfield Road,  
Weston-super-Mare,  
Somerset, BS23 1YE.**

**Friend (Weston-super-Mare) Limited**

**Financial Statements for the Year Ended 31<sup>st</sup> March 2009**

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**Annual Report of the Directors and Trustees**

The directors and trustees present their report together with the audited financial statements of the company for the year ended 31<sup>st</sup> March 2009.

**Principal Activity**

The principal activity of the Company in the year under review was that of the rehabilitation of mental health service users under charitable status.

**Statutory Information**

'Friend' is bound by its Governing document - Memorandum and Articles of Association of 'Friend' (Weston-super-Mare) Limited 1986.

The Company is Limited by guarantee, number 2026504 and is a registered Charity, number 900253.

**Charity Trustees/Directors**

A. B. Williams	Chair
N. Macey	Director (Until 15 <sup>th</sup> April 2008)
M. Bailey	Vice-Chair (Until 25 <sup>th</sup> November 2008)
S. Henson	Vice-Chair (From 25 <sup>th</sup> November 2008 / Appointed 29 <sup>th</sup> May 2008)
A. Burdge	Honorary Treasurer
C. Taylor	(Appointed 25 <sup>th</sup> November 2008)

**Company Secretary**

L. Hoskins (Resigned 25<sup>th</sup> November 2008)  
J. Perrin (Appointed 25<sup>th</sup> November 2008)

**Observers**

S. Henson	(Until May 2008)
D. Adamowicz	(Until May 2008)
F. Butterfield	(From November 2008)
C. Mills	(From January 2009)

**Statement of Trustees' Responsibilities**

The trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

The trustees are required to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:-

- Select suitable accounting policies and then apply them consistently;
- Make judgments 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 business.



**OBJECTIVES OF CHARITY**

- To meet the needs of people with mental health problems in the North Somerset area
- To create the opportunity for people to recover at their own pace
- To provide easy-to-access and rapid response service to people taking steps to prevent mental breakdown
- To provide a range of meaningful services based on the range of needs identified by our members in our annual evaluation of our services
- To support people to discover confidence in themselves
- To actively encourage our members to take part in the running and management of the organisation at every level – in the planning, delivery, management and evaluation of our services and activities
- To provide support, training and volunteer's expenses to members who are taking active roles or who want to do so in the future
- To ensure that there are members on our Management Committee
- To encourage applications for jobs within the organisation from people who have personal experience of using mental health services
- To hold regular meetings for members (service users)
- To have clear comments, complaints and praise procedures
- Enable and encourage communication between: individuals, statutory and voluntary organisations to enable a positive approach to mental health issues
- To enable individuals to increase their confidence and knowledge so that they may take the first steps back into recovery
- To offer a flexible programme of services and activities at Friend

Friend is grateful for the ongoing support of the North Somerset Primary Care Trust, North Somerset Council and Comic Relief. Service Level Agreements are in place to agree the service provision Friend provides. Part of the Agreement, in each case, is the reporting of both qualitative and quantitative information. This reporting is done annually for the Primary Care Trust and (in future) for Comic Relief. Six-monthly reporting is prepared for North Somerset.

The reporting covers the numbers of contacts with the Charity, appropriate demographic information, use of the therapeutic sessions and case study reporting. Reporting follows a format set down by the grant making body with Income and Expenditure reports appended.

**REVIEW OF TARGETS 2008/2009**

**INPATIENT ADVOCACY SERVICE**

The second year (of three year funding by Comic Relief) for this service has seen a dramatic development of the service with planned targets being exceeded across all outcome specifications including regular meetings with the Ward Manager, increased referrals from the team and greater input from clients in their planned care. Particularly pleasing has been the sea-change in professional interaction making Advocacy a respected and welcomed part of client care on the local Ward and High Dependency Unit (HDU). Most importantly, clients reflect a feeling of empowerment. An Advocate of either gender is available on request as the Advocacy team (Inpatient and Community) work to provide a fully encompassing service.

**2009/2010 Targets:**

- Further promotion of the Advocacy Service in the Ward, High Dependency Unit and to those discharged under Community Treatment Orders.
- Registration and service provision of Independent Mental Health Advocacy (IMHA) to qualifying clients.
- Secure funding to support and uphold Friend's reputation for provision of excellent quality Inpatient Advocacy (for non-IMHA qualifying clients) on Hospital wards and HDU.

**ADVOCACY IN THE COMMUNITY**

Funded by North Somerset Council: After a year of staff changes, 2008/09 has seen stability and a consistently high standard of provision in an increasingly busy period, whilst the profile of Advocacy generally continued to be raised. As the year came to a close, Friend's Advocates were at the forefront of IMHA training and development, giving the Company the edge in being able to gain funding (from NHS North Somerset) for next year's service provision now stipulated by law under Section 130A of the Mental Health Act 1983 (2007).

**2009/2010 Targets:**

- Further consolidation of the service through training and increased networking.
- Looking into service development in related Advocacy areas.

**BORDERLINE PERSONALITY DISORDER**

A paid part-time worker has moved this service on radically from the well-established self-help group that already existed at Friend. Service users have reported significant benefits to their well-being and confidence and this is clearly reflected in our monitoring, as client contacts targets have been exceeded. Recognition of this mental health diagnosis and its impact on the lives of those affected has been raised dramatically, and there is now a waiting list for female groups. A gender specific group is deemed vital for this particular support area and, regrettably, Friend has not yet succeeded in establishing a men's group.

**2009/2010 Targets:**

- Continued development of the service to initiate a male group but strengthen reporting techniques to rationalise the female/male balance of service provision with NHS North Somerset who fund the service.

**Annual Report of the Directors and Trustees** ....continued

**CORE SERVICES – WESTON/CLEVEDON**

Funding from NHS North Somerset and North Somerset Council continues to support our drop-in and therapeutic facilities. The range of services at Clevedon has been increased with additional therapies and specified Advocacy availability. By nature of the different premises styles, the atmosphere at Clevedon makes for a “cosy” support feel, rather than the larger facilities in Weston with its separate “sharing forum” and ‘quiet’ areas. The different styles offer complementary options, and our service users often choose to travel in the region to the venue offering the atmosphere that most “suits” their prevailing need.

Additional funding secured from ‘Quartet’ on the basis of offering “healthy option events” has given added value services to our members across both 08/09 and into 09/10: some of these - including short health walks - subsequently becoming built-in to regular provision.

**2009/2010 Targets:**

- Continuation of our solid base of services, funding searches for added value provisions and constant monitoring to ensure Core Services reflect the current need of mental health service users in North Somerset in line with our Services Quality and Safety Improvement Plan with the NHS (preliminary to the Commissioning Quality and Innovation [CQUIN] payment framework).

**FUNDING/STRATEGIC/POLICIES**

A strong commitment to maintain and enhance our service provision for the benefit of the mental health of the whole community of North Somerset, coupled with the enduring belief that we can perform our part in the task of removing the stigma of mental ill-health, remains our driving motivation.

We recognise the belief in, and dependence placed upon us, by all of those who provide, by commissioning contract, grant or donation the financial support we need to further the cause of good mental health in North Somerset. Opportunities for additional funding were difficult to pursue despite intense volunteer effort, but success was achieved in an agreement to provide a Pilot Advocacy Service for those with physical and sensory impairment – commencing April 2009.

The year ended with a review and initial strategy workshop involving Directors, Staff and Friend members in preparation for intense work on the Companies Long Term strategic plan and revision of Memorandum and Articles.

Towards the end of the financial year it was publicly mooted that mortgage loan repayments were likely to enjoy reductions in line with the changes in bank rates. Trustees began a process of deliberation on finance options that may become available during the coming year – at present 39 Oxford Street remains our only substantial asset.

**2009/2010 Targets:**

- Review and monitor Friend’s policy base; a robust model but due for review as long term strategy planning is undertaken, together with revision of the Memorandum and Articles of the Company.
- Maintain prudent financial monitoring in relation to the recession and with the final year of Comic Relief Advocacy funding commencing.

**FUTURE DEVELOPMENTS**

As at this point last year, we continue to await statutory guidelines regarding the implications for Charities under the Companies Act 2006. The review of our Memorandum and Articles of Association has however commenced.

- Friend is implementing the Full Cost Recovery Model to improve budgeting and forecasting of service provision (and for new funding bids)
- Prioritisation of funding for counselling
- Review of the long term strategic plan

These all fall within the long-term strategic plan for the charity:

- Long-term financial security
- To continue to be a centre of excellence
- To offer increased service provision
- To have increased the staff team
- To reduce the mortgage in advance of specified term

**Small Company**

This report was prepared in accordance with exemptions available to small companies under Part VII of the Companies Act 1985.

By order of the board



.....Signed

*J. Perrin - Secretary*

Registered Office:  
39 Oxford Street,  
Weston-super-Mare,  
Somerset, BS23 1TN.

*4<sup>th</sup> November 2009*



**To the Trustees of Friend (Weston-super-Mare) Limited**

We have audited the financial statements of Friend (Weston-super-Mare) Limited for the year ended 31<sup>st</sup> March 2009 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial statements have been prepared under the accounting policies set out therein.

**Respective responsibilities of trustees and auditors**

The trustees' (who are also the directors of the company for the purposes of company law) responsibilities for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out in the Statement of Trustees' Responsibilities.

The trustees have elected for the financial statements not to be audited in accordance with the Companies Act 1985. Accordingly we have been appointed as auditors under section 43 of the Charities Act 1993 and report in accordance with regulations made under section 44 of that Act.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the information given in the Trustees' Annual Report is not consistent with those financial statements, if the charity has not kept proper accounting records, if the charity's financial statements are not in agreement with these accounting records or if we have not received all the information and explanations we require for our audit.

We read the Trustees' Report and consider the implications for our report if we become aware of any apparent misstatements within it.

**Basis of audit opinion**

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

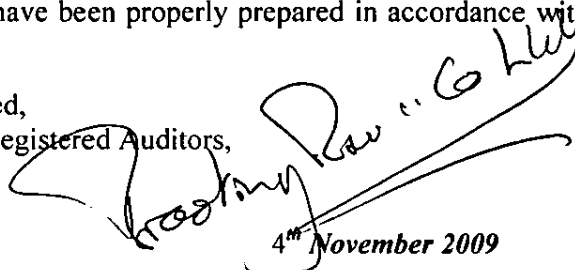
We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

**Opinion**

In our opinion

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of affairs of the charity as at 31<sup>st</sup> March 2009, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- the financial statements have been properly prepared in accordance with the Companies Act 1985.

Brooking, Ruse & Co. Limited,  
Chartered Accountants and Registered Auditors,  
3 Beaconsfield Road,  
Weston-super-Mare,  
Somerset, BS23 1YE.



4<sup>th</sup> November 2009

**Statement of Financial Activities for the Year Ended 31<sup>st</sup> March 2009**

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2009 £	Total Funds 2008 £
<b>Incoming Resources from Generated Funds:</b>					
<i>Voluntary Income:</i>					
Grants and Donations	2	269,574	-	269,574	259,841
<i>Activities for Generating Funds:</i>					
Interest Receivable	4	4,221	-	4,221	4,882
Rent Receivable		2,548	-	2,548	-
<b>Total Incoming Resources</b>		<b>276,343</b>	<b>-</b>	<b>276,343</b>	<b>264,723</b>
<b>Resources Expended</b>					
<b>Costs of Generating Funds</b>					
Charitable Activities	8	255,238	-	255,238	237,446
Governance Costs	8	3,024	-	3,024	2,350
<b>Total Resources Expended</b>		<b>258,262</b>	<b>-</b>	<b>258,262</b>	<b>239,796</b>
<b>Net Movement in Funds</b>		<b>18,081</b>	<b>-</b>	<b>18,081</b>	<b>24,927</b>
<b>Reconciliation of Funds</b>					
Total Funds Brought Forward		92,529	129,000	221,529	196,602
<b>Total Funds Carried Forward</b>		<b>110,610</b>	<b>129,000</b>	<b>239,610</b>	<b>221,529</b>

This statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

**Balance Sheet as at 31<sup>st</sup> March 2009**

2008 £	Notes	£	£
<b>Fixed Assets</b>			
310,138	Tangible Assets 9		292,686
<b>Current Assets</b>			
36,998	Cash at Bank and In Hand	202,027	
<b>Creditors</b>			
<u>23,736</u>	Amounts falling due within one year 10	<u>162,400</u>	
13,262	<b>Net Current Assets</b>		39,627
<u>323,400</u>	<b>Total Assets Less Current Liabilities</b>		<u>332,313</u>
<b>Creditors</b>			
<u>101,871</u>	Amounts falling due after more than one year 11		<u>92,703</u>
<u>221,529</u>	<b>Net Assets</b>		<u>239,610</u>
<b>Represented by:</b>			
92,529	General Fund 12		110,610
Restricted Funds:			
<u>129,000</u>	Premises Fund 12		<u>129,000</u>
<u>221,529</u>			<u>239,610</u>

In preparing these financial statements, advantage is taken of the special exemption conferred by Part VII of the Companies Act 1985. In the directors' opinion the Company is entitled to these exemptions on the grounds that it qualifies as a small company.

Approved by the Board

M. Bailey ..... Signed  
*M. Bailey - Director*

*4<sup>th</sup> November 2009*

**Notes to the Financial Statements for the Year Ended 31<sup>st</sup> March 2009**

1. **Accounting Policies**

**Basis of Preparation**

The accounts have been prepared under the historical cost convention and in accordance with Accounting and Reporting by Charities Statement of Recommended Practice (revised 2008) and the Financial Reporting Standard for Smaller Entities (effective January 2007).

**Income**

Income represents grants and donations receivable on the accruals basis.

**Tangible Fixed Assets**

Depreciation is provided, after taking account of any grants receivable, at the following annual rates in order to write off each asset over its estimated useful life.

Freehold Property and Improvements	- 5% on reducing balance
Fixtures, Fittings & Equipment	- 25% on reducing balance

2. **Income**

The income and surplus before taxation are attributable to the one principal activity of the Charity, which is continuing.

	<b>General Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2009 £</b>	<b>Total Funds 2008 £</b>
<b>Grants and Donations</b>				
<i>North Somerset Council:</i>				
Outreach, Advocacy and Accommodation	106,414	-	106,414	106,414
<i>North Somerset Primary Care Trust:</i>				
Service Level Agreement	92,007	-	92,007	90,154
Borderline Personality Disorder Group	32,940	-	32,940	10,000
<i>National Service Framework:</i>				
User Focused Monitoring	-	-	-	10,000
<i>Comic Relief:</i>				
Inpatient Advocacy Service	30,806	-	30,806	33,226
Sport For All	2,481	-	2,481	-
Training	1,841	-	1,841	-
Fresh	-	-	-	5,000
Conference Income	-	-	-	1,018
Donations	3,085	-	3,085	4,029
	<u>269,574</u>	<u>-</u>	<u>269,574</u>	<u>259,841</u>

**Notes to the Financial Statements For the Year Ended 31<sup>st</sup> March 2009 ...continued**

3.	<b>Operating Surplus</b>	<b>2009</b>	<b>2008</b>
		£	£
	This is stated after charging:		
	Depreciation – Owned Assets	17,877	19,500
	Auditors Remuneration	3,024	2,350
		<u>          </u>	<u>          </u>
4.	<b>Interest Receivable</b>		
	Bank Deposit Interest	4,221	4,882
		<u>          </u>	<u>          </u>
5.	<b>Staff Costs and Emoluments</b>		
	The Charity employs three full time (2008: three) and five part time (2008: six) staff at a cost of:		
	Gross Salaries	147,341	124,990
	Employer’s NIC	<u>13,492</u>	<u>11,860</u>
		<u>160,833</u>	<u>136,850</u>

No employees have taken up the option to enter the pension scheme made available.

No employees receive salaries in excess of £60,000 per annum.

6. **Trustees Remuneration and Related Party Transactions**

No members of the management committee received any remuneration during the year. (2008: nil).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year. (2008: nil).

7. **Taxation**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

**Notes to the Financial Statements for the Year Ended 31<sup>st</sup> March 2008 ... continued**

**8. Total Resources Expended**

	Basis of Allocation	Charitable Activities	Governance	Total 2009	Total 2008
		£	£	£	£
<b>Costs Directly Allocated to Activities</b>					
Staff Costs	Staff Time	160,833		160,833	125,329
Staff Training	Direct	3,151		3,151	1,386
Recruitment	Direct	4,156		4,156	2,001
Provision of Services	Direct	26,427		26,427	28,948
Volunteer Training	Direct	50		50	338
Travel	Direct	2,653		2,653	5,567
Volunteer Expenses	Direct	4,237		4,237	4,742
Audit Fees	Direct		3,024	3,024	2,350
<b>Support Costs Allocated to Activities</b>					
Premises	Floor Area	13,735		13,735	14,695
Staff Costs	Staff Time				11,521
Office Costs	Staff Time	11,517		11,517	10,443
Communications	Staff Time	2,538		2,538	3,152
Legal and Professional	Usage	1,855		1,855	1,009
Depreciation	Usage	17,877		17,877	19,500
Bank Charges and Interest	Usage	273		273	345
Loan Interest	Usage	5,936		5,936	8,470
		<u>255,238</u>	<u>3,024</u>	<u>258,262</u>	<u>239,796</u>

Costs of management and administration include a premium in respect of professional indemnity insurance in the sum of £580 (2008 - £491).

**Notes to the Financial Statements for the Year Ended 31<sup>st</sup> March 2009** ...continued

9.	<b>Tangible Fixed Assets</b>		<b>Improve- ments to Property</b>	<b>Fixtures, Fittings &amp; Equipment</b>	
		<b>Freehold</b>			<b>Totals</b>
	<b>Cost</b>	£	£	£	£
	As at 1 <sup>st</sup> April 2008	92,138	261,117	42,319	395,574
	Additions	-	-	425	425
	As at 31 <sup>st</sup> March 2009	92,138	261,117	42,744	395,999
	<b>Depreciation</b>				
	As at 1 <sup>st</sup> April 2008	27,795	26,642	30,999	85,436
	Charge for Year	3,217	11,724	2,936	17,877
	As at 31 <sup>st</sup> March 2009	31,012	38,366	33,935	103,313
	<b>Net Book Value at 31<sup>st</sup> March 2009</b>	61,126	222,751	8,809	292,686
	<b>Net Book Value at 31<sup>st</sup> March 2008</b>	64,343	234,475	11,320	310,138
				<b>2009</b>	<b>2008</b>
				£	£
10.	<b>Creditors:</b>				
	Bank Loan (Secured)			10,000	7,000
	Creditors			2,496	1,434
	Accruals			12,208	15,302
	Deferred Income			137,696	-
				162,400	23,736
11.	<b>Creditors: Amounts falling due after more than one year</b>				
	Bank Loan (Secured)			92,703	101,871
	Amounts repayable by instalments after five years			62,703	71,871

The bank loan is secured on the charity's freehold property and is repayable over twenty years, commencing in 2007. It is subject to interest at 1.9% over bank base rate.

**Notes to the Financial Statements for the Year Ended 31<sup>st</sup> March 2009** ...continued

12.	<b>Net Assets by Fund</b>	<b>General Fund £</b>	<b>Premises £</b>	<b>Total £</b>
	Fixed Assets	163,686	129,000	292,686
	Current Assets	202,027		202,027
	Current Liabilities	( 162,400)		( 162,400)
	Long Term Creditors	( 92,703)		( 92,703)
		<u>110,610</u>	<u>129,000</u>	<u>239,610</u>
13.	<b>Reserves</b>		<b>General Fund £</b>	<b>Premises Fund £</b>
	Brought forward		92,529	129,000
	Income & Expenditure Account		<u>18,081</u>	<u>-</u>
	Carried forward		<u>110,610</u>	<u>129,000</u>