

DULWICH HELPLINE
(A company limited by guarantee)
REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2007

Company Registration Number 05189161
Charity Registration Number 1105923

THURSDAY



L08ROT45
LD5 20/09/2007 271
COMPANIES HOUSE

DULWICH HELPLINE

FOR THE YEAR ENDED 31 MARCH 2007

CONTENTS	Pages
Legal and administrative information	1
Trustees' report	2 – 11
Independent auditors' report	12-13
Statement of financial activities	14
Balance sheet	15
Notes to the financial statements	16-22

DULWICH HELPLINE

LEGAL AND ADMINISTRATIVE INFORMATION

FOR THE YEAR ENDED 31 MARCH 2007

Trustees

Edward Salmon	Chair
Genevieve Gosschalk	Vice Chair (resigned October 2006)
Christopher Pick	Secretary
Michael Merifield	Treasurer (resigned office 31 March 2007)
Margaret Anyaorah	(resigned December 2006)
Lesley Baker	(appointed Vice Chair October 2006)
Gill Booth	
Myra Chapman	(Trustee from June 2006, appointed Treasurer 1 April 2007)
Linda Craig	
Sally Anne Duke	(resigned February 2007)
Kirsty Gould	(co-opted February 2007)
Edmund Kaye	(co-opted October 2006)
Judith Long	(resigned March 2007)
Patricia Smith	

Company Registered Number

05189161

Charity Registered Number

1105923

Registered Office

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

Director

Elaine Rawlins

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 2007

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 2007. 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 1994 as a trust. The new incorporated charity started to operate on 1 April 2005 and the unincorporated charity was closed. The charity is constituted as a company limited by guarantee, and is therefore governed by its memorandum and articles of association. It is a registered charity, number 1105923, and a registered company, number 05189161. Legal responsibility for the management and stewardship of the charity is vested in the Board of Trustees.

The members of the charity are eligible to elect directors/trustees, and to put forward and vote on resolutions at the Annual General Meeting (AGM). The membership is composed of trustees plus those volunteers, users and supporters of the organisation who elect to become members. (On 20 June 2005 the trustees agreed that all users and volunteers would be invited to become members. At the end of 2006-07 thirty-four had accepted the invitation.)

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

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

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

At the end of the year there were three full-time and four part-time staff – director, three co-ordinators, an administrator/fundraiser and two support workers.

Recruitment and appointment of trustees

All trustees retired from office at the first Annual General Meeting (AGM) in October 2005 when a new board was elected. The articles of association provide that, at each subsequent AGM, one-third of the trustees (or the number nearest to one third) must retire from office. Those who have been in office longest retire first. Retiring trustees may normally put themselves forward for re-election by the members of the charity. However, in September 2006, the Board of Trustees decided that the maximum time a trustee may serve should be nine years (with effect from the 2006 AGM) though a trustee will be eligible for reappointment after a two-year break.

A succession plan was discussed by the board and will be reviewed annually.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2007

Trustees are recruited both from the members of the charity and from the wider local community. During the year, four trustees resigned for family reasons and because of other commitments and three new appointments were made. These brought experience in the public and voluntary sectors, management, finance and care of the elderly. Volunteers and users are represented on the board of trustees and it is hoped to recruit trustees from under-represented groups.

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 any of Dulwich Helpline's activities in the community,
- attendance at a board of trustees meeting

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

Training courses run by Southwark Community Care Forum (SCCF) and Southwark Council on 'Governance and Being an Effective Trustee' are offered to all trustees. During 2006-07 one trustee took up this offer.

Risk management

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

Members of the Board of Trustees and the Director carried out a risk assessment in the period up to May 2007. (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.

- Meeting users' preferences/complex needs (16) We will maintain our good links with other local organisations that may be able to help where we cannot, and will explore further training for volunteers interested in supporting service users with more complex needs.
- Maintaining sufficient funding (15) We will continue to identify and apply to major trusts that are interested in funding work around older people. We will maintain the successful campaign for local fundraising.
- Developing internal fundraising skills (12) A professional fundraiser ran a half-day course for trustees and interested staff will receive training in fundraising.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2007

- Continuing to recruit/retain quality staff (12) In order to fill vacancies we will advertise widely to attract a good field of qualified candidates All staff will continue to be offered training to develop their skills and experience
- Maintaining staff satisfaction (12) Regular appraisals will continue to provide an opportunity for staff to discuss their work Under the new structure it will be important to involve staff in forward planning to agree and review workloads
- Loss of data (12) The back up system for tapes has now been reviewed and data are backed up each night Anti-virus software is kept up to date
- Inability to recruit/retain new good quality trustees to maintain a balanced board (12) An annual skills audit and the succession plan enable the board to target under-represented groups

OBJECTIVES AND ACTIVITIES

Summary of objectives

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

Aims of the charity/mission statement

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

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

In practical terms, these objectives require the Helpline staff to

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

To achieve its aims during 2006–07 Dulwich Helpline ran the following services

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

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2007

Strategies for achieving outcomes

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

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

Significant activities contributing to achievement of stated objectives and outcomes

The following paragraphs illustrate some of the innovations introduced during 2006–07 to develop the quality of service and achieve Dulwich Helpline's objectives. These supplement and improve the organisation's mainstream services described above and in the section dealing with achievements and performance.

Practical and emotional support

Focused befriending

During the year we piloted focused befriending where a volunteer is permanently paired with a user who needs help with a regular task. It was evident from the start that some users required more input than others. Ten service users and the volunteers who visited them were each asked (in person, by phone or through a questionnaire) what they felt was the distinctive benefit of focused befriending. They said that

- focused befriending can identify and tackle problems regardless of how long it may take
- it is possible to build a closer relationship when time is not restricted to one hour a week
- two service users felt closer to the volunteers and more confident to ask them to undertake additional requests
- "My visits are not just a cup of tea and a chat. My volunteer takes me out sometimes twice a week, she also takes me to my once a week evening bingo session. She has also welcomed me into her own home and made me feel like one of the family. She has brought new hope into my life during times of depression and self doubt."
- "I am partially sighted and need assistance with reading my correspondence and paying my bills. The volunteer who visits helps me with writing cheques. He will often visit more than once a week if I have a bill that requires urgent payment and accompanies me to my bank. My volunteer will also read to me sometimes for up to two hours." The volunteer feels he has built up a solid relationship and he has adapted the tone and speed of his reading to the user's needs. He has also extended his own knowledge and is happy to visit whenever needed.

It is clear that the new arrangement benefits both the user and volunteer as they are able to form a close longer-term relationship. We shall continue to develop and evaluate focused befriending.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2007

Hospital visiting care during and after a stay in hospital

A volunteer now visits weekly all our service users who are in King's College Hospital and liaises with one of the co-ordinators about their progress. This provides good continuity of care during difficult periods.

Introduction of PAT dogs to the Intermediate Care Unit

Pets as Therapy (PAT) is a national charity which provides therapeutic visits to hospitals, hospices and care homes by volunteers with their own dogs. PAT aims to bring temporary but regular animal companionship and comfort to patients and residents.

Feedback suggests that both patients and staff feel the benefit of their monthly visits.

Involving users in the design and delivery of the service

New user pilot questionnaire

From April 2007 a pilot questionnaire was used with all new service users to assess the impact of the help and support they received. This now enables more specific questions to be asked at a review after six months.

Group evaluation

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

Four of our activity groups – music, art appreciation and two reminiscence groups – hold planning sessions each term to agree on their agenda and possible outings. We have also trained two of our volunteers to evaluate group work. Their evaluations have been conducted every few months since September 2006. Twenty-three service users took part in evaluations of a drop-in at a local GP surgery, a befriending group at local almshouses and the men's group which meets at a local pub.

We conclude that service users find the groups good for alleviating loneliness, meeting others, forming new friendships and for their stimulating content. They are happy with the way their groups are running and feel that they have control over what happens within them.

A trustee who is also a service user has attended and contributed to the referral and team meetings, and has also helped with our work towards the PQASSO quality assurance system level one.

Forum for service users

Our second service user forum was held at the end of March 2007. Participants said that they enjoy being part of Dulwich Helpline and appreciated the range of activities offered "it's a lifeline". The staff team will evaluate the report during 2007-08 in conjunction with the biennial service user survey that took place in June 2007.

Integrating users into the wider community and local networks

Our volunteers enable users to be in contact with local people and to attend local shops, restaurants/pubs and events etc. The groups enable users to keep contact and develop friendships with one another on a regular basis. One service user, who attended our intergenerational computer group, not only increased her computer skills but has also become good friends with her student. "He helps me at my allotment and he has taken me to Kew gardens and to the Ideal Home Exhibition. I think the computer group is a great idea. You get to know a lot of people."

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2007

Two groups have also been involved with Dulwich Picture Gallery 'Good Times project' Some users had never visited the Gallery before We are in the process of evaluating this project

Encouraging users to act as volunteers within the organisation

One service user became a trustee during the year We have invited other applications through our quarterly newsletter

Last year our 16 user volunteers were asked how they felt about their involvement and how the organisation might encourage more users to be volunteers Useful suggestions were made about how more users could be involved these are being followed up

Supporting volunteers

This project was supported mainly by a grant from the Big Lottery Fund and by Southwark Social Services

The volunteer project worker and the user co-ordinators recruited, trained and supported volunteers over the year to facilitate all the activities described above This included maintaining links to other recruiting organisations such as Volunteer Centre Southwark, giving talks to local organisations, and preparing and distributing publicity leaflets Contact with volunteers to see if they were enjoying and benefiting from the experience was done through phone calls and one social gathering Four training courses were run covering elder abuse awareness, dementia, befriending and first aid there were 43 participants During the year the volunteers were also offered the opportunity of training sessions with other organisations such as Southwark Churches Care, Blackfriars, and Time and Talents

ACHIEVEMENTS AND PERFORMANCE

Statistical analysis

These statistics have been compiled from our database and attendance registers during 2006-07

- 413 individual users were on our database and receiving a service from us In addition there were a number of casual visitors to the Kingswood Drop-In, the Albrighton Golden Years Lunch Club and the Paxton Green Drop-In
- 506 separate activity group meetings were held with a total of 3,631 attendances
- Volunteers completed 1,500 separate practical tasks for users This is a reduction from last year as regular tasks have been reclassified as focused befriending relationships
- We co-ordinated 68 befriending relationships plus eight telephone befriending relationships
- We co-ordinated a further six befriending groups meeting monthly or fortnightly
- We co-ordinated two activity groups at the Intermediate Care Unit at Dulwich Community Hospital each of which caters for up to 12 people
- 195 volunteers supported Dulwich Helpline We also received support from approximately 30 young people from three local schools They tidied gardens for users and planted bulbs under the direction of school staff, befriended older people and taught in the intergenerational computer courses
- We produced four Dulwich Helpline Herald newsletters for our users, volunteers and other professional organisations These newsletters contain news of the services we provide, useful information, fundraising initiatives, views of our users and volunteers, and reports of surveys and evaluations to help keep everyone up to date with what is going on

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2007

Performance as rated by our volunteers

These statistics have been compiled from our Volunteer Satisfaction Survey carried out in June 2006

Experiences of volunteering at Dulwich Helpline

- 49% of volunteers strongly agreed and 42% agreed that they were enjoying their volunteering experiences
- 45% strongly agreed and 35% agreed that Dulwich Helpline values their contribution as a volunteer
- The most popular skills gained through volunteering were an increased knowledge and understanding of issues affecting older people and communication skills
- The average hours per month given to volunteering ranged between 1 and 20 with the majority in the 2-6 hour group. The average works out at 6 hours per month for those that responded to the questionnaire
- Most volunteers would like to give more time but are unable to make a further commitment. Seven volunteers were interested in helping to induct and/or support other volunteers. Three were interested in a volunteer forum
- Only five volunteers had encountered any barriers to volunteering – these involved the lengthy time taken to process applications and the Criminal Record Bureau process
- Almost all volunteers felt they had benefited from volunteering by meeting new and interesting people (16), increased communication and understanding of older people (15), feeling useful / the feel good factor (14), better community involvement (9), enjoyment (5) and making friends (3)

Support and training

- 91% would recommend volunteering at Dulwich Helpline to a friend
- 94% felt that they had enough support and 59% enough training

Performance in terms of improving the quality of the organisation

Dulwich Helpline began working towards level one of PQASSO (practical quality assurance for small organisations). This is a self-assessment quality assurance tool covering 12 standards including user centred services, monitoring and evaluation, governance, training and development and managing money and resources. The work has involved all the staff and some trustees, volunteers and users. The organisation hopes to have completed level one by September 2007.

REVIEW OF FUNDRAISING ACTIVITIES

We had a successful year in generating income. Total income for the year was over £227,000, some £11,000 higher than forecast.

As in previous years, the largest proportion of Helpline funding came from Southwark Health and Social Care – some £93,300, which represents over 40% of total income. Other grants accounted for a further 40%.

Income from fundraising and donations from the local community was just over £40,000 (accounting for 18% of our income, and £10,000 higher than forecast). In addition, we received bank interest of £5,000.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2007

For 2007–08, we already have confirmed income of just over £183,000 from Southwark Health and Social Care and large charitable trusts. In addition we anticipate raising at least £30,000 from the local community and our own fund raising activities.

FINANCIAL REVIEW

Our total expenditure for the year was some £210,300 and, with a total income of some £227,600, this allows us to carry forward over £17,000 into 2007–08.

The immediate financial position is therefore healthy. However, the outlook over the longer term is more problematic. Dulwich Helpline depends on substantial funding from Southwark Health and Social Care. Because of increasing pressures on its own budget, Southwark Health and Social Care has not yet committed to renewing its major three-year grant which ends in March 2008, although it has promised to renew a second grant which, in 2008–09, will total £51,000. In addition, funding from the Big Lottery Fund ends in late 2007. Unless these major sources of funding can be secured or replaced, Dulwich Helpline may find it impossible to continue its current level of activities beyond 2008.

At present Dulwich Helpline has adequate reserves to maintain its activities for over six months (see next paragraph). We are concentrating on applying for major grants (such as The Big Lottery Fund) and identifying possible grant-giving foundations that might be approached later in the year.

The largest share of Helpline income (75.8%) goes to paying the staff who co-ordinate the operations that fulfil our objectives as above.

RESERVES POLICY

Dulwich Helpline needs to carry a sufficient reserve to maintain a reasonable level of service to users (including the continued employment of members of staff) in the event of a gap in the provision of income. (It often takes time for trusts to respond to requests, and payments of grants do not necessarily follow Dulwich Helpline's financial year.) For example, in the event of our bid for funding from the Big Lottery for the period 2008 to 2010 being unsuccessful, we anticipate it taking at least six months to secure replacement funding. (We have applied for £100,000 for the financial year 2008-09. It will be difficult and time-consuming to replace this funding.)

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

Our policy is that reserves should be at a level of between three and six months' recurrent expenditure. This should be sufficient to cover redundancy payments to the Helpline's staff. At current levels of expenditure the reserves need to be maintained between £52,500 and £105,000. At the year end the charity held free reserves (unrestricted funds) of £114,347.

Through fundraising and donations from the local community Dulwich Helpline had been able to build up its reserves to the equivalent of five months' operating costs at the start of 2006–07. Although reserves at the end of the year of £115,680 (unrestricted plus restricted funds) were above the upper limit of six months recurrent expenditure, the uncertainty about provision of adequate funding in 2008–09 makes it prudent to have additional funds in reserve.

DULWICH HELPLINE

TRUSTEES' REPORT (continued)

FOR THE YEAR ENDED 31 MARCH 2007

PLANS FOR THE FUTURE

Dulwich Helpline's principal aims and objectives remain the same for 2007-08 as described above. We will work to achieve

For users

- independence
- reduced fear
- involvement in planning and delivering the service
- increased number of user volunteers
- integration in the wider community
- encouragement to acquire new skills

For volunteers

- increased confidence through realising their contribution to the community
- a satisfying and enjoyable experience of volunteering
- involvement in planning and delivering the service
- encouragement to acquire new skills

For the community

- increased community cohesion

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

- we plan to run groups (as in 2006-07) 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 users to provide this,
- we will pilot a new project called crisis befriending with the aim of supporting service users more intensely during a crisis time such as bereavement, moving home or sudden illness,
- we will encourage more users to become involved as volunteers themselves and encourage groups to make their own independent decisions about activities,
- we will promote Dulwich Helpline widely across the local community to involve the maximum number of potential users and volunteers. We will also provide information about our activities and opportunities to users, volunteers and supporters through regular editions of the Dulwich Helpline Herald newsletter,
- as agreed with current funders we will monitor and report on our activities,
- we will consult users and volunteers and involve them in future planning through forums, surveys and group evaluations,
- we will continue to apply for grants and to raise money from the local community to support our activities

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 2007

Trustees' responsibilities

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

Company and charity law require the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements 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 charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to

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

The trustees are responsible for keeping proper accounting records that 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 1985. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the detection and prevention of fraud and other irregularities.

So far as each of the trustees 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 trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

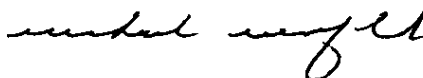
Auditors

A proposal to re-appoint Haysmacintyre as auditors for the forthcoming year will be put forward at the Annual General Meeting.

This report was approved by the trustees on 12/9/07 and signed on its behalf, by



Edward Salmon
Chair



Michael Merifield
Trustee

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
DULWICH HELPLINE**

We have audited the financial statements of Dulwich Helpline for the year ended 31 March 2007 which comprise the Statement of Financial Activities (incorporating, the Income and Expenditure account), the Balance Sheet and the related notes. These financial statements have been prepared in accordance with the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities (effective January 2005).

This report is made solely to the charitable company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditors

The responsibilities of the trustees (who are also the directors of Dulwich Helpline for the purposes of Company Law) for preparing the 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.

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 whether the information given in the trustees' Annual Report is consistent with the financial statements.

In addition we report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and transactions with the charitable company is not disclosed.

We read the trustees' Annual 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 charitable company'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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF

DULWICH HELPLINE (continued)

Opinion

In our opinion

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company's affairs as at 31 March 2007 and of its incoming resources and application of resources, including its income and expenditure, in the year then ended,
- the financial statements have been properly prepared in accordance with the Companies Act 1985, and
- the information provided in the trustees' Annual Report is consistent with the financial statements

Hay Macintyre

Hay Macintyre
Registered Auditors
Fairfax House,
15 Fulwood Place
London WC1V 6AY

Date *12 September 2007*

DULWICH HELPLINE

STATEMENT OF FINANCIAL ACTIVITIES (Incorporating Income and Expenditure account)

FOR THE YEAR ENDED 31 MARCH 2007

	Notes	Restricted Funds £	2007 Unrestricted Funds £	Total Funds £	2006 Total funds £
INCOMING RESOURCES					
<i>Incoming resources from generated funds</i>					
Voluntary income	2	-	36,778	36,778	27,990
Activities for generating funds					
Fundraising income		-	5,041	5,041	2,267
Investment income – bank interest		-	5,422	5,422	2,998
<i>Incoming resources from charitable activities – Supporting Older People</i>	3	35,044	145,363	180,407	254,858
Total incoming resources		<u>35,044</u>	<u>192,604</u>	<u>227,648</u>	<u>288,113</u>
RESOURCES EXPENDED					
<i>Cost of generating funds</i>					
Generating voluntary income		-	8,271	8,271	12,354
<i>Charitable activities – Supporting Older People</i>	5	56,728	135,637	192,365	217,273
<i>Governance costs</i>	6	-	9,661	9,661	10,619
Total resources expended		<u>56,728</u>	<u>153,569</u>	<u>210,297</u>	<u>240,246</u>
Net income/(expenditure) before transfers		(21,684)	39,035	17,351	47,867
Transfers between funds	13	34,414	(34,414)	-	-
Net movement in funds in the year/income/(expenditure)		12,730	4,621	17,351	47,867
Total funds at 1 April 2006		<u>(11,397)</u>	<u>109,726</u>	<u>98,329</u>	<u>50,462</u>
Total Funds at 31 March 2007		<u>£1,333</u>	<u>£114,347</u>	<u>£115,680</u>	<u>£98,329</u>

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

The notes on pages 16 to 22 form part of these financial statements

DULWICH HELPLINE

BALANCE SHEET

AS AT 31 MARCH 2007

	Notes	£	2007	£	£	2006	£
FIXED ASSETS							
Tangible fixed assets	10			1,315			-
CURRENT ASSETS							
Debtors	11	2,303			2,591		
Cash at bank and in hand		129,815			104,475		
				<u>132,118</u>		<u>107,066</u>	
CREDITORS: Amounts falling due within one year	12	<u>(17,753)</u>			<u>(8,737)</u>		
NET CURRENT ASSETS				<u>114,365</u>			<u>98,329</u>
TOTAL ASSETS LESS CURRENT LIABILITIES				<u>£115,680</u>			<u>£98,329</u>
CHARITY FUNDS							
Restricted Funds	13			1,333			(11,397)
Unrestricted funds	13			114,347			109,726
				<u>£115,680</u>			<u>£98,329</u>

The financial statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies and in accordance with the Financial Reporting Standard for Smaller Entities (effective January 2005)

The financial statements were approved by the trustees on 12/9/07 and signed on their behalf by

Edward Salmon

Edward Salmon
Chair

Michael Merrifield

Michael Merrifield
Trustee

The notes on pages 16 to 22 form part of these financial statements

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2007

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 Financial Reporting Standard for Smaller Entities (effective January 2005). The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), "Accounting and Reporting by Charities" published in 2005, applicable accounting standards and the Companies Act 1985.

Company status

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

Fund accounting

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

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

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

Incoming resources

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

Resources expended

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

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

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

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

Cash flow

The financial statements do not include a cash flow statement because the charitable company, as a small reporting entity, is exempt from the requirement to prepare such a statement under the Financial Reporting Standard for Smaller Entities (effective January 2005).

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2007

1. ACCOUNTING POLICIES (continued)

Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised

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

Furniture and Fixtures	-33 33%	straight line
Office equipment	- 33 33%	straight line

Pensions

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

VAT

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

2 VOLUNTARY INCOME	Restricted funds	Unrestricted funds	Total	2006
	£	£	£	£
The Coutts Charitable Trust	-	-	-	250
Dulwich College Preparatory School	-	3,020	3,020	-
Dulwich Luncheon Club	-	2,905	2,905	-
The Dulwich Runners	-	-	-	2,250
The Dulwich Storage Company	-	-	-	300
Dyers' Company's Charitable Trust	-	-	-	500
The Elizabeth and Prince Zaiger Trust	-	-	-	7,000
Garfield Weston Foundation	-	5,000	5,000	-
Inman Charity Trustees Limited	-	2,500	2,500	-
The Mary Minet Trust	-	-	-	300
The Mason Le Page Charitable Trust	-	2,000	2,000	1,000
St Paul's Parish Church	-	-	-	500
Vintner's Company	-	7,500	7,500	-
Gift Aid	-	1,714	1,714	2,959
Other voluntary income	-	12,139	12,139	12,931
	<u>£ -</u>	<u>£36,778</u>	<u>£36,778</u>	<u>£27,990</u>

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2007

3 INCOMING RESOURCES – SUPPORTING OLDER PEOPLE

	Restricted Funds £	Unrestricted Funds £	Total £	2006 £
Albrighton Luncheon Activities				1,800
Big Lottery Fund – Volunteers Project	29,144	-	29,144	39,629
Big Lottery Fund – Side by Side	-	-	-	19,709
Southwark Health and Social Care	-	91,860	91,860	178,720
Southwark Alliance	-	-		10,500
The Dulwich Almshouse Charity	-	2,000	2,000	2,000
The Mercers Company	-	-	-	1,500
The W G Edwards Charitable Foundation	-	-	-	1,000
Southwark Training Grant	-	1,503	1,503	-
The Henry Smith Charity	-	20,000	20,000	-
City Bridge Trust	-	30,000	30,000	-
Abbey National Charitable Trust	2,000	-	2,000	-
Metropolitan Police Property Act Fund	1,300	-	1,300	-
Dulwich Community Fund	1,600	-	1,600	-
Lewisham PCT	1,000	-	1,000	-
	<u>£35,044</u>	<u>£145,363</u>	<u>£180,407</u>	<u>£254,858</u>

4. RESOURCES EXPENDED

	Direct staff costs £	Other direct costs £	Support costs £	2007 £	2006 £
Charitable expenditure					
Supporting older people	118,555	15,488	58,322	192,365	217,273
Other expenditure					
Cost of generating voluntary income	6,315	451	1,505	8,271	12,354
Governance costs	2,748	4,785	2,128	9,661	10,619
Total	<u>£127,618</u>	<u>£20,724</u>	<u>£61,955</u>	<u>£210,297</u>	<u>£240,246</u>

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2007

5. SUPPORT COSTS:

	Supporting Older People £	Cost of Generating Voluntary Income £	Governance Costs £	2007 £	2006 £
Repairs, maintenance & IT	7,106	184	259	7,549	5,188
Telephone	2,817	73	103	2,993	2,339
Bookkeeping	3,807	98	139	4,044	5,659
Depreciation	618	16	23	657	1,270
Rent	5,648	146	206	6,000	4,608
Insurance	1,375	35	50	1,460	1,308
Training	2,815	72	103	2,990	556
Printing, postage & stationery	4,194	108	153	4,455	4,414
Staff costs	29,942	773	1,092	31,807	35,075
Total	£58,322	£1,505	£2,128	£61,955	£60,417

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	2007 £	2006 £
Audit and accountancy fees	3,888	3,771
Trustees' expenses	897	722
Support costs	2,128	2,670
Wages and salaries	2,748	3,456
	£9,661	£10,619

7 ANALYSIS OF RESOURCES EXPENDED BY ACTIVITIES

	Activities undertaken directly £	Support costs £	Total 2007 £	Total 2006 £
Supporting older people	£134,043	£58,322	£192,365	£217,273

8 NET INCOME/(EXPENDITURE)	2007 £	2006 £
This is stated after charging		
Depreciation of tangible fixed assets	657	1,269
Auditors' remuneration	3,888	3,731
Pension costs	4,901	6,772

DULWICH HELPLINE**NOTES TO THE FINANCIAL STATEMENTS (continued)****FOR THE YEAR ENDED 31 MARCH 2007**

During the year, no trustees received any remuneration (2006 – £Nil)
 During the year, no trustees received any benefits in kind (2006 – £Nil)
 During the year, no trustees received any reimbursement of expenses (2006 – £Nil)

9. STAFF COSTS	2007	2006
	£	£
Staff costs were as follows		
Wages and salaries	141,210	161,294
Social security costs	13,314	15,722
Pension costs	4,901	6,772
	<u>£159,425</u>	<u>£183,788</u>

	No.	No
The average number of full-time equivalent employees during the year was		
Supporting older people	4	5
Support	<u>1</u>	<u>1</u>
	<u>5</u>	<u>6</u>

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

10. TANGIBLE FIXED ASSETS	Office equipment
	£
Cost	
At 1 April 2006	24,841
Additions	1,972
Disposals	<u>(11,115)</u>
At 31 March 2007	<u>15,698</u>
Depreciation	
At 1 April 2006	24,841
Charge for the year	657
Eliminated on disposals	<u>(11,115)</u>
At 31 March 2007	<u>14,383</u>
Net Book Value	
At 31 March 2007	<u>£1,315</u>
At 31 March 2006	<u>£ -</u>

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2007

11. DEBTORS					2007	2006
					£	£
Other debtors					1,662	1,762
Prepayments					641	784
Grant receivable					-	45
					<u>£2,303</u>	<u>£2,591</u>
12. CREDITORS amounts falling due within one year					2007	2006
					£	£
Other creditors					505	93
Accruals and deferred income					17,248	8,644
					<u>£17,753</u>	<u>£8,737</u>
13. STATEMENT OF FUNDS	Brought forward	Incoming resources	Resources expended	Transfers In/(out)	Carried forward	
	£	£	£	£	£	
Unrestricted funds						
General funds	109,726	192,604	(153,569)	(34,414)	114,347	
	<u>109,726</u>	<u>192,604</u>	<u>(153,569)</u>	<u>(34,414)</u>	<u>114,347</u>	
Restricted funds						
Volunteer activities						
– Big Lottery Fund						
Abbey National Charitable Trust	(11,397)	29,144	(52,161)	34,414	-	
Dulwich Community Fund	-	2,000	(667)	-	1,333	
Lewisham PCT	-	1,600	(1,600)	-	-	
Metropolitan Police	-	1,000	(1,000)	-	-	
Property Act Fund	-	1,300	(1,300)	-	-	
	<u>(11,397)</u>	<u>35,044</u>	<u>(56,728)</u>	<u>34,414</u>	<u>1,333</u>	
Subtotal	(11,397)	35,044	(56,728)	34,414	1,333	
	<u>(11,397)</u>	<u>35,044</u>	<u>(56,728)</u>	<u>34,414</u>	<u>1,333</u>	
Total of funds	<u>£98,329</u>	<u>£227,648</u>	<u>£(210,297)</u>	<u>£ -</u>	<u>£115,680</u>	

DULWICH HELPLINE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED 31 MARCH 2007

SUMMARY OF FUNDS

General funds	109,726	192,604	(153,569)	(34,414)	114,347
Restricted funds	(11,397)	35,044	(56,728)	34,414	1,333
	<u>£98,329</u>	<u>£227,648</u>	<u>£(210,297)</u>	<u>£ -</u>	<u>£115,680</u>

Volunteer activities

The Big Lottery Fund paid for part of the volunteer co-ordinator's salary and management of that post as restricted funds. The balance of spending on volunteer activities was funded as planned from unrestricted funds, and hence a transfer has been made to unrestricted funds to reflect this.

Abbey National Charitable Trust

An amount of £2,000 was received towards the purchase of a new photocopier. The balance carried forward represents the net book value of the photocopier acquired.

Dulwich Community Fund

This money was given towards the costs of a tutor and transport for an exercise group.

Lewisham PCT

Funds were received towards the cost of an exercise tutor.

Metropolitan Police Property Act Fund

This money was received towards the cost of new computers. The amounts have been written off as the assets are below the charity's capitalisation limit.

14	ANALYSIS OF NET ASSETS BETWEEN FUNDS	Restricted Funds £	Unrestricted Funds £	2007 £	2006 £
	Tangible fixed assets	1,315	-	1,315	-
	Current assets	18	132,100	132,118	107,066
	Creditors due within one year	-	(17,753)	(17,753)	(8,737)
		<u>£1,333</u>	<u>£114,347</u>	<u>£115,680</u>	<u>£98,329</u>

15 PENSION COMMITMENTS

The charity contributes 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 £4,901 (2006 £6,772). At the end of the year there were no amounts owing.