



Annual Review 2017-18



Run and Controlled by Deaf and Disabled People for Deaf and Disabled People

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Picture on the front cover: Merton CIL day out to see 'Reasons to be Cheerful'



"Its only since I started coming here, I realised that I can actually go swimming if I want to. I never had the confidence before".

Volunteer Raheema

Picture: One of our volunteers, Raheema

A message from our Chair

It gives us great pleasure to present to you our annual review for 2017-18. So many people, with diverse experiences and stories, have come together with Merton CIL over the past 12 months to champion the rights of Deaf and Disabled People.

We continue to be the voice of Deaf and Disabled people in the borough and have provided nearly 1600 sessions of support during the year.

After a rigorous process and lots of hard work and commitment from Lyla and the team at Merton CIL, we retained our Advice Quality Standard (AQS) for the second time around. This really highlights our excellence as a service.

Merton CIL has participated in a number of forums, as well as working on local and national campaigns during the year. Together we are working to make things better in Merton and the wider community.

We are very grateful for the continued support from The Big Lottery Fund, as well as London Borough of Merton, Henry Smith Charity, MOPAC and The London Community Foundation in 2017-18.

We have secured funding for our current services to 2021. We have also collaborated with Inclusion London and Stay Safe East to develop a Pan-London Disability Hate Crime Prevention project, which has got off to a great start in 2018-19, supported by Trust for London.

I must finish by paying tribute to all the staff and volunteers of Merton CIL, without whom none of this would have happened. I would also like to thank my fellow trustees who have supported us through the year.

As we look to the future, we will continue to fight for the rights of Deaf and Disabled People.



Roy Benjamin, Chair of Merton CIL



Picture: Our Chair, Roy Benjamin



We Are Merton CIL



Our Vision

Merton Centre for Independent Living (Merton CIL) is a local organisation run and controlled by Deaf and Disabled people, for Deaf and Disabled people. Merton CIL was established in 2008, incorporated as a company in 2011 and registered as a charity in 2013. Our vision is to enable Deaf and Disabled people to take control over their lives and achieve full participation in Merton and wider society.



Picture: Merton CIL staff, volunteers and members

Our Aims

We review our work towards our aims, objectives and activities each year. This years review looks at what we have achieved and the outcomes of our work throughout 2017-18. Our aims are to:

1. Promote the independence and inclusion of Disabled & Deaf people in Merton
2. Identify and challenge discrimination faced by Disabled & Deaf people
3. Encourage Disabled & Deaf people and supporters to achieve change

Our Values

We developed the values which are important to us with our members, trustees and staff in 2016.



Be Person-Centred

This means we will put you first and we will take an holistic, whole person approach. We will use active listening to find out what you want to do and we will try to support you to make the choices that you want.



Be Welcoming

This means being friendly to you when you come to see us or call us. It means we will try to help you feel comfortable and we will be positive and do our best.



Be Fair and Inclusive

We will be there for people across the full spectrum of disability, no matter who you are or where you are from, across all strands of diversity. This means that no one gets special treatment, and no one gets worse treatment because of who they are or who they know.

Value people's lived experience

We are a user-led organisation. That means we are run by, and for, disabled people. We believe that our shared experience means we can support you better.



Learn

We will always try our hardest to get things right, but no one is perfect. If things go wrong, we will try to learn from that and do things better next time. We will take an evidence-based approach to our work.



Be Compassionate

We will show empathy for what you are experiencing and we don't judge you. We don't do sympathy because it is judgemental. We work within the social model of disability, not the medical model.



Fight for justice

We are passionate about supporting you to stand up for your rights. We will challenge discrimination. We will support you to say what you want and need.

Our Headlines for 2017-18



WE CAN SUPPORT EACH OTHER TO MAKE THINGS BETTER

1592
Sessions of support delivered across our services

It's a wonderful service. I did not know where to go until I got to know Merton CIL



10 out of 10

People would recommend our service to someone else²



CONSISTENT FLEXIBLE COMPASSIONATE
SUPPORT

332
Unique individuals supported through our casework services

1641
people engaged with Merton CIL in person



£689,259

Contributed to the local economy through our work¹

Information, signposting and guidance provided in a further

170 cases

To people who Merton CIL could not support in depth



2225 across our social media platforms

263 Members



96%
Agree that we are welcoming and compassionate²



Volunteers and Trustees gave us
486 hours
of support

Over 495 hours

spent working on policy and strategy issues and attended



107

meetings on behalf of local Deaf and Disabled People



Half of service users were **more confident** following our support³

100%
of service users agree that **we listen and we are inclusive**²

Since I got help from the service I feel more confident. It has given me help and support



36,909

visits to our website throughout 2017-18



"I'm not good with paperwork and reading and writing; the caseworker put us at ease and helped with forms. He took a big weight off and explained all of the letters."



1094

Followers on Twitter



379

Likes on Facebook

10 out of 10



Agree that we address the issues that are important to Disabled People and **7 in 10 strongly agree!**⁴



52%

Of service users **feel safer** following our support⁶



"Merton CIL have disabled people working there so it gives you faith they've been there and know what they are talking about."



"Very pleased with the service. Great patience shown by staff. Lovely, friendly and courteous too."



59

events and activities held, including training, volunteers and partners, members group and My Voice Matters



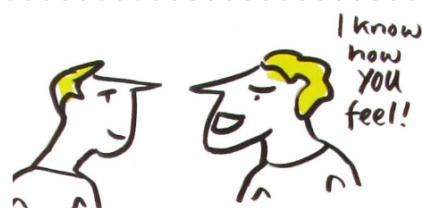
47%

Of service users saw improved well-being following our support⁵



Most people think Living Independently is the most important area for us to work on. This includes housing, community care and Speaking Up⁴

"Merton CIL is brilliant. It has been good to me, without you guys I would not have known what to do. I would be stuck."



Footnotes

All data correct at 29/07/2018 unless otherwise stated

1. Amount obtained directly for Deaf and Disabled People, social value, and net salaries of local Disabled staff

2. Based on feedback with a random sample of service users

3. Based on the ladder outcomes "I am confident talking to professionals", "I can speak up for myself", "I am aware of my rights". This is a different measure to 2016/17

4. Based on our 2017-18 annual survey

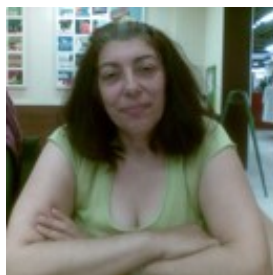
5. Based on the ladder outcomes "I am satisfied with my life", "I am optimistic about my life", "I am confident taking control in the future". This is a different measure to 2016/17

6. Based on the ladder outcome "I feel safe"

Meet Merton CIL's Trustees!



Roy Benjamin, Chair has worked in the social care field for longer than he can remember. For over 30 years he has been a campaigner for equality.



Gina Vettese, Vice Chair has been Disabled since she was 13 years old and has been part of Merton CIL from when it was just a steering group. Gina is also a talented seamstress.



Sally Yarwood, is a qualified chartered accountant & worked as a Finance Director in housing associations for over 20 years. Sally is married with children and has lived in Merton for over 33 years. Sally has partial hearing loss.



Claire Benjamin, is a visually impaired mum of 2 Disabled teenagers. She has lived in Merton for over 20 years. She is also our Health and Safety Champion.



Amanda Edwards, was previously a social worker & worked on policy at Department of Health and most recently at SCIE. She values inclusion and equality and has seen that a strong voice and good support can make a difference to people's lives.



Fitzroy Dawson, is CEO of Merton Community Transport (MCT). He has been involved in Community Transport for nearly 35 years. He has family experience of disability and mental health.



Slim Flegg MBE is extremely active locally having been a local councillor and Mayor of Merton (twice) in the past, and helped found both Go4M and Merton CIL



Estifanos Habtesellasie, has been involved with Merton CIL since late 2015. He now represents Merton CIL at a number of meetings. He also helped to found our monitoring & evaluation steering group.



Sarah Henley is Disabled and lives in Merton. She brings her sense of fun and adventure to every board meeting. Sarah enjoys skiing and painting.



Petra Jones is a social worker & has lived in Merton for 25 years. She has a hearing impairment & enjoys being able to make lives better where she can.

Thank You

We rely on the generosity of people and organisations and we are extremely grateful to everyone who supports us. A huge thank you to everyone who supported us financially in 2017-18. Your money helps us continue to support local Deaf and Disabled people.

Thank you to the following organisations:



**NATIONAL
LOTTERY FUNDED**



**The London
Community
Foundation**

CLARION
HOUSING GROUP

A special thank you to Mr Patrick Coleman, who made generous donations to Merton CIL throughout 2017-18

Also a big thank you to; Our hard-working staff, all our enthusiastic volunteers who have supported us at events, consultations and on the front line. Our committed trustees who have steered the organisation. Our service users, members, supporters and partners. We appreciate you all! We are achieving our aims due to your continued support.

Services at Merton CIL

We offer a range of free services for Deaf And Disabled People living within the London Borough of Merton. These include:

Advice and Advocacy

A confidential and independent home visiting service. We provide Advice and Information to Deaf and Disabled people on a issues relating to Benefits, Debt and Low Income, Community Care, Health, Housing and Homelessness. We can also provide advocacy support to help you get your point across in a benefits tribunal, medical assessments, formal meetings or in letters and phone calls.



Disability Hate Crime Prevention

Providing support to Deaf and Disabled People on issues they identify as a Disability Hate Crime. This can be support ranging from reporting a hate crime, to managing a neighbour dispute.

Policy and Strategy

Our Policy service aims to enable Deaf and Disabled people to speak up and make change happen on a local level. We support people to be aware of their rights and have the confidence to be involved in decision making. We also ensure that the priorities of local Deaf and Disabled people are represented in groups, forums and consultations.

We also:

- Run debates such as hustings around elections to make sure Deaf and Disabled People are well informed. You can read more about this on page 16
- Put on a number of inclusive events throughout the year such as My Voice Matters and our monthly group meeting
- Send out informative updates via our CIL Matters newsletter and our monthly e-update
- Offer opportunities to get involved such as volunteering at events, supporting caseworkers or managing the monthly group



“Volunteering at Merton CIL is great. I have got lots of new skills and I am more confident” - Rhianne, Volunteer

Picture: Our volunteer Rhianne



“The video that I made with Merton CIL speaking about independent living has helped with my confidence. I watch it everyday. I do not think the council will mess with me as much!”

- Service User and Member

Case Study: Asha's Story

"I don't know what I would do without Merton CIL. I've been having such a stressful life with my health and everything, just knowing you are there takes such a load off my shoulders".

In 2017, Asha was asked to change over from Disability Living Allowance to Personal Independence Payment, and had problems with Employment Support Allowance at the same time. Asha struggled to keep to appointment times with us because of her health and caring responsibilities, and finding the situation quite overwhelming.

"You didn't give up on me even when I wasn't answering the phone because I was having a hard time."

Once we had supported her to complete her ESA50 form, Asha felt able to complete her PIP form herself.

Unfortunately, the PIP assessment awarded Asha just 6 points and she was therefore considered not eligible for the benefit. Asha appealed this but in the meantime she was sent a letter from Motability asking her to return the car which she had been leasing with her DLA.

Asha was really worried about whether she had the mental strength to go through an appeal process and she thought about giving up. We looked through her case with her and identified where we thought Asha had been entitled to more points. Asha felt more confident after this and felt she was entitled to the benefit.

However, nearly a year after initially applying, she is still waiting for a tribunal date, and she will soon have to return her car.

In the meantime, after waiting 7 months for a Work Capability Assessment for her ESA application, her first appointment was cancelled by the assessment centre because they were too busy. It was rebooked for a month later, causing additional stress and anxiety. On the morning of the second appointment, the assessment centre called her, cancelling the appointment again because they were busy.



Asha said she was very distraught as she had not slept all night and had built herself up to get it over with. For Merton CIL, this meant two appointments had been missed which we could have given to someone else, however, this was clearly not Asha's fault.

Finally 9 months after applying, her assessment took place. Asha was anxious and in pain from a fall and said no to a physical examination, as is her right. Despite explaining this, the assessor began to prep the bed for the physical examination.

The assessor continued to pressure her to do the physical part of the assessment and although our worker told her she didn't have to, the assessor told Asha she would fail the assessment otherwise. The assessor wanted to strike her knee with an instrument and persisted even though Asha was saying no. Asha then had a panic attack and the assessor cancelled the assessment and said she would have to come back again. We are helping Asha, who has been on medication since the incident, to make a complaint.

"I keep coming back to Merton CIL because of the support, the comfort of someone having my back. A witness to support me and confirm that what happened was wrong. I couldn't fight my corner alone."

As an organisation, one of the things we try to do is support our service users to speak up, take control and build their confidence. Asha told us that she is confident talking to us because she trusts us not to hurt her. But she said it can be difficult to speak up and she continues to use the service because:

"asking for help is essential. I get proper guidance at Merton CIL, other people send me from pillar to post but you guys know what you're doing"

Case Study: Johnathan's Story

"I have anxiety and chronic fatigue. If I hadn't had support from Merton CIL I don't know where I would be now. My voice is never really heard, but you helped me."

Jonathan contacted us in 2015 for help speaking up at a benefits assessment after he experienced issues at a Work Capability Assessment, where he was left waiting for so long that he had to leave the assessment centre to go and collect his son from school. We supported Jonathan to re-organise his assessment, prepare, and one of our caseworkers went with him to provide support on the day.

Jonathan was really pleased when he was awarded ESA and put in the support group. He told us

"You helped me hold on to my ESA, I couldn't even talk that day and had I not had your support I would have lost ESA. Without ESA I would have suffered severely."

Jonathan came back to us a year later because he was experiencing multiple issues getting health and social care support for himself and his son. We worked through some of the issues with Jonathan and were flexible with appointments because Jonathan often found that he was unable to keep to an appointment with us because of ill-health. For some issues we weren't the best organisation to help and signposted Jonathan on to other sources of support.

In June 2017 Jonathan came back to us as he had been told to change over from DLA to PIP. We supported him to fill out his application form and Jonathan got a supporting letter from his GP, which cost £30.

When Jonathan was called for his health assessment he was initially told to go to Vauxhall, but this was impossible for him to manage due to childcare constraints and the pain he would be in for such a long journey. Jonathan asked for a home assessment, however, he was told that he would have to get a GP letter saying he was 'bed-bound'. He was offered an assessment in Wandsworth instead and with our support a taxi was provided by the assessment centre.

However, when he arrived for the assessment, he was told there would be a 2 hour wait. During the wait he kept asking the receptionist how long he would have to wait and kept being told he was next. He was struggling with exhaustion and the seating was uncomfortable, causing significant pain and distress. Following the assessment Jonathan was only awarded standard rate daily living and no mobility.

He told us "I am feeling more depressed and anxious because my benefit is now much less than I was getting on DLA and doesn't accurately reflect my conditions and how these affect me. I was pushed beyond my limits when I was already highly anxious and exhausted. After the whole ordeal only a week later I was so low that I became unwell and was taken to A&E in an ambulance and given IV meds and a drip."

Jonathan was particularly upset by some of the assessment report which called him "hostile" and "unkempt" but didn't mention his anxiety throughout the appointment, nor his walking aid.

Jonathan decided to appeal the decision and did a Mandatory Reconsideration, for which he gathered more evidence and got another GP letter – another £30. However, the DWP made their decision less than 24 hours after the additional evidence was recorded on their system and in their decision-letter (which didn't revise their decision) only referred to a telephone call.

Both Jonathan and our caseworker repeatedly contacted the DWP in the months that followed, asking them to review the evidence properly and were repeatedly assured that would be done. 5 months later, DWP finally said they had made a revised decision a while ago but no correspondence had been sent out and that even with the medical evidence and MR, they would not award any more points. We supported Jonathan to complete the SSCS1 form to make an appeal and he is waiting for a Tribunal hearing date. Jonathan said



"I need PIP to get my independence back, I don't want to have to get rid of my car. Having Merton CIL is like having a powerful voice to help me be listened to. It's nice to have someone have a voice for me, but I never thought I'd need that."

We asked Jonathan why he had come back to us several times over the years. He said it was because Merton CIL is **"about giving others a helping hand to help you get back on your feet."**

Case Study: Our Policy Work in Merton

“We will do everything we can to ensure the many issues faced by Deaf and Disabled people in Merton are brought to the attention of all local candidates”

Traditionally Disabled People have faced barriers to voting and democratic engagement. These barriers can include a lack of accessible information, inaccessible polling stations and society’s failure to properly value the voices and choices of disabled people.



In April 2017 we were concerned when a snap election was called with just 7 week’s notice, because holding a snap election creates extra barriers for Disabled People.

At Merton CIL we felt that political decisions are having a direct impact on the day-to-day lives of Deaf and Disabled People. Because of this, we needed to make sure our voices were heard in the democratic process. Voting and getting involved in activity in the lead up to elections was one important way to do this.

We prepared a short guide on how to register to vote, and the voting process. We sent that out to all our members, and, one member got in touch after the election saying she hadn’t known about proxy voting, but, because of the information we sent,

she was able to organise this.

We publicised party manifestos, including accessible versions once they were available, and the #CripTheVoteUK online campaign which had the aim of sharing and amplifying the views of Disabled People.

We organised two Hustings events, one for Wimbledon Constituency and one for Mitcham and Morden, including a light lunch, BSL interpreters, and volunteers briefed to support participants to ask questions. We invited Conservative, Labour and Liberal Democrat parliamentary candidates to come and speak to local Disabled People and supporters. The Conservative candidate for Wimbledon, Stephen Hammond said that he would not attend the event.

Unfortunately both the planned hustings had to be cancelled following the suspension of campaigning after the horrific events in Manchester in May. We didn’t have time to organise another two accessible events so we decided to send written questions to the candidates. We had to chase some candidates, but did eventually get a response from all.

The questions covered some of the key issues brought up by our members including concerns about the UNCRPD finding the UK guilty of “grave and systematic violations” of Disabled people’s rights, reducing choice and control due to local authority cuts, hate crime, inclusive education, and the fact that Disabled people in Merton have poorer health and wellbeing than non-disabled people. The responses, as well as a summary of the key manifesto promises, went out to all our members <https://bit.ly/2p6qmDr>

When local elections were called for May 2018 we took a slightly different approach. Having worked with Merton Electoral Services in 2015, we checked in with them about the accessibility of polling stations and what they have been doing to make sure people are registered to vote, especially as changes to registration, implemented by central government, affected the registration of Disabled people and especially people living in residential, sheltered and supported accommodation.

We also shared our hustings organising experience with MVSC as they were organising a hustings event themselves, and we had previously also shared this with other Deaf and Disabled People’s organisations across London. We decided to offer local candidates across all parties an opportunity to have an ‘Independent Living’ conversation with one of our team. This was an opportunity for us to share what

members told us about what independent living means, and what life is like for them in Merton. Unfortunately, despite several attempts, the local Labour party didn’t take us up on the offer. However, other parties were really positive about the opportunity and one of them said

“I am very excited about this and think it’s a great way to learn about different community groups and see how as a party we can learn about them, their needs and issues and how we can represent them better.”



Picture: Speakers at MVSC hustings event

This approach to engaging directly with candidates seemed to have an impact because at the MVSC event, Disabled People or social care was mentioned in 4 out of 5 of the opening speeches. This is a big improvement on previous years where Merton CIL were told by candidates that issues affecting Disabled People weren’t a doorstep issue. Attendees also asked questions about social value of the voluntary sector, the environmental sustainability of housing, support to connect the voluntary sector with businesses, support for Residents Associations and what the Council will do about low spend on mental health.

Getting Involved

Merton CIL is an independent Organisation. All of our services are provided through funding which we have to raise. At a time where cuts are continuously made to services and Deaf and Disabled Peoples rights and entitlements are reduced, we rely upon the support of the community more than ever.

Together We Can Make Things Better

We are looking for new and innovative ways of doing things and we would love to work in partnership with local organisations who share our vision. We have some ideas for how this might work, and we know that

you will have some great ideas too which we are keen to hear! Here are some of ours:

- We can provide Disability Equality Training for your staff teams
- We can facilitate Independent Living conversations with your teams to raise awareness
- We can offer volunteer opportunities or management challenges
- Advertising space in our quarterly newsletter
- We can host consultations and research with your Deaf and Disabled customers
- We can be your Charity of the Year
- You can refer Disabled staff or customers to our services like Advice & Advocacy, or Disability Hate Crime Prevention
- We can promote your support for our events or you could help us host an event
- You can be part of our circle of support offering advice around fundraising, legal, HR, IT, etc
- You could sponsor a service or member of staff
- You could offer benefits and discounts to our members
- You could donate food, catering or prizes for raffles at events

We are keen to do more partnership work and build more local relationships with organisations that share our values. If you're a local business, school or community group, we'd love to hear from you.

Making a donation - Help us Raise £10,000 to keep our important work going

Merton CIL relies upon the generosity of donors and we are extremely grateful for any support that we receive. You can make a donation online here - <https://www.wonderful.org/charity/mertoncentreforindependentliving>

We understand that not everyone can afford to make a financial donation. We have developed a list of activities which you could carry out to raise funds on our behalf - <https://www.mertoncil.org.uk/about-us/donate-to-merton-cil/>



Sign up as a member of Merton CIL - It's Free

By being a member of Merton CIL you will support our work and values, receive our monthly update and quarterly newsletter, invitations to our events and much more. Please share the link below with your networks and help us to grow our membership <https://bit.ly/2HoTiSS>

Why Join Merton CIL?

- It is free and easy to join - you can also leave at any time
- You will have a say in how we run our organisation
- We will keep you updated with our monthly bulletin
- You will be the first to receive our CIL Matters quarterly newsletter - which you can contribute to
- You will receive personalised invitation to our events and socialising opportunities
- We fight for the rights of Deaf and Disabled People, having more members with us helps everyone to be stronger together

Join our Monitoring and Evaluation Steering Group

Help us improve our service and join our Monitoring and Evaluation steering group. We developed a user-led group to talk to service users, members, volunteers and staff, to find out how we are doing and help to improve the service. Get in touch to find out more.

Come along to our new monthly group—Craftivism and Chat

We run a new group on the first Thursday of every month from 1-4pm. You can find more information about what will take place at the group on our website. This group supports the local community to get together and discuss things that matter to Deaf And Disabled People. Plus, an opportunity to be creative and respond to consultations in non-traditional and collective ways



Picture one: Merton CCG hosting a consultation at Craftivism and Chat

Picture two: Craftivism and Chat poster created by attendees

Statement of Financial Activities for year ended March 31 2018

	Note	Un-restricted Funds £	Restrict-ed Funds £	Total Funds 2018 £	Total Funds 2017 £
Incoming Resources	2b				
Incoming Resources from Charitable Activities	3a		332,049	332,049	299,640
Voluntary income	3b	266	-	266	1,472
Fundraising Income	3c	-	-	-	13,615
Other Income	3d	862	-	862	328
Total Incoming Resources		1,128	332,049	333,177	315,055
Resources Expended	2c				
Charitable Activities	4i	3,000	341,479	344,479	281,883
Governance Costs	4k	-	5,378	5,378	7,842
Total Resources Expended		3,000	346,857	349,857	289,725
Net Incoming / (Outgoing) Resources		(1,872)	(14,808)	(16,680)	25,330
Transfer between funds	3e	9,860	(9,860)	-	
Total Funds Brought Forward	3f	45,189	74,306	119,495	94,165
Total Funds Carried Forward	3g	53,177	49,638	102,815	119,495

There are no recognised gains and losses other than those in the statement of financial activities. Therefore no statement of total recognized gains and losses has been prepared. All the above amounts relate to continuing activities.

The notes on pages 22-24 form part of these accounts.

Statement of Financial Activities for year ended March 31 2018

BALANCE SHEET AT MARCH 31 2018

	Note	2018 £	2017 £
CURRENT ASSETS:			
Cash at bank and in hand		125,862	150,665
Accrued Interest and prepayments	3n	679	960
		126,541	151,625
LIABILITIES:			
Creditors: amounts falling due within one year		23,726	32,130
NET CURRENT ASSETS		102,815	119,495
TOTAL ASSETS LESS CURRENT LIABILITIES		102,815	119,495
RESERVES			
Unrestricted Funds	5	53,177	45,189
Restricted Funds		49,638	74,306
TOTAL RESERVES		102,815	119,495

For the year ending 31 March 2018 the company was entitled to exemption from audit under section 477 of Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The Directors' acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts. The financial statements were approved by the Board on 6 September 2018 and signed on its behalf by:


 ----- (Roy Benjamin, Chair)


 ----- (Sarah Yarwood, Treasurer)

Notes to the Financial Statements for year ended March 31 2018

1. These Notes form part of the financial statements.

2. Accounting Policies

2a Basis of Accounting: The financial statements have been prepared under the historical cost convention, in accordance with the Companies Act 2006, and in compliance with 'Accounting and Reporting by Charities: Statement of Recommended Practice (FRS 102) ("the SORP").

2b Income: from grants, donations and contributions represents the amounts receivable in respect of the year.

2c Expenditure: is recognised in the year in which it is incurred.

2d Fixed Assets should be capitalised and written off over their useful lives on a straight line basis if their purchase value is over £1,000.

2e Voluntary Help: No amounts have been included in these financial statements to reflect the value of services provided free of charge to the charity by volunteers.

2f Pension Costs and other post-retirement benefits: The Company contributes to NEST on behalf of eligible employees.

3. Income

3a Incoming Resources from Charitable Activity means the grants and fees received on the understanding that they will be used to undertake activities to further the charity's objects.

3b Voluntary Income means donations, grants given with no expectation of a specific service in return.

3c Fundraising Income represents various fundraising activities such as the Merton Mayor's Charity, and sales of merchandise.

3d Other income is earned interest and funds received for consultation contributions.

3e £9,860 has been transferred from restricted to unrestricted funds. This represents a management recharge of £5,000 on projects delivered and a £4,860 balance on a commission from Clarion Housing.

3f Funds brought forward means funding kept from 2016-17 for use during 2017-18.

3g Funds carried forward means funding reserved for 2018-19.

3h The organisation has taken advantage of the exemption in FRS 102 from producing a cash flow statement on the grounds that it is an exempt entity.

3i Henry Smith Charity core funding support.

3j London Borough of Merton Strategic Partnership funding for Advice and Advocacy, and for our Policy and Strategy work.

Notes to the Financial Statements for year ended March 31 2018 continued

	Note	Unre- stricte d Funds £	Restricted Funds £	Total Funds 2018 £
Charitable Activities				
Henry Smith Charity	3i	-	30,000	30,000
London Borough of Merton	3j	-	80,000	80,000
MOPAC / London Communities Fdn	3k	-	41,660	41,660
The Big Lottery	3l	-	170,389	170,389
Clarion Housing	3m	-	10,000	10,000
Total Income from Charitable Activities			332,049	332,049
Voluntary Income		266	-	266
Other Income	3d	862	-	862
Total Incoming Resources		1,128	332,049	333,177

3k MOPAC / London Communities Foundation grant for Hate Crime.

3l The Big Lottery Reaching Communities funding including for Advice and Advocacy and Supported Volunteering projects.

3m Clarion Housing commission to undertake research and deliver report on how to support Disabled residents through regeneration programmes.

3n Accrued interest relates to interest on cash held at bank for the year 2017/2018 and received April 2017. Prepayments relates to invoices paid in advance.

4. Expenditure

4a No trustee or any other person related to a trustee had any personal interest in any contract or transaction entered into by the Charity during the year.

4b The Trustees have complied with the duty in Section 4 of the Charities Act 2006 to have regard to the public benefit guidance published by the Charities Commission.

4c Salaries and associated costs of £249,068 includes: Salaries £211,367, Employers' NIC £18,756, Pensions £4,364, Seconded Staff £8,719, Other (DBS checks, HR costs, Development) £5,861. The number of employees whose emoluments amounted to over £60,000 during the year was nil.

Notes to the Financial Statements for year ended March 31 2018 continued

Costs Allocated to Activities 2018

	Note	Restricted Funds £
Cost of Charitable Activities		
Advice and Advocacy	4d	195,612
Disability Hate Crime Prevention	4e	41,773
Inclusion, Engagement and Supported Volunteering	4f	71,729
Policy and Strategy	4g	40,743
Total Cost of Charitable Activities		<u>349,857</u>

4d Advice and advocacy supports disabled people to resolve issues around benefits, community care, health and housing.

4e Disability Hate Crime Prevention supports disabled people to report and deal with hate crime and includes preventative work around hate crime.

4f Inclusion, Engagement and supported volunteering includes our members' group events and consultations with disabled people, as well as a programme supporting disabled people into volunteering.

4g Policy and Strategy Programme supports local disabled people to have a voice on policy issues and uses evidence to influence policy and strategy improvements.

4h Liabilities on balance sheet relates to income received in advance, expenses accrued and accounting fees.

4i Settlement amount of £3,000 from Unrestricted Funds.

4k Governance costs include accounting and audit costs, Annual General Meeting costs, insurance, trustee expenses.

5. Reserves

These funds have been designated to cover future running costs in the event of lack of funding, in accordance with the reserves policy. According to the business continuity plan £13,600 of reserves is designated to secure immediate business continuity and the Board has approved this to be set aside in a Designated Fund.

		2018		2017
RESERVES	£	£	£	£
Designated Funds	13,600		13,600	
General Funds	<u>39,577</u>		<u>31,589</u>	
Unrestricted Funds		53,177		45,189
Restricted Funds		49,638		74,306
TOTAL RESERVES		102,815		119,495

The Year Ahead...



Our new 2018-21 co-produced strategy has 3 priority areas 1) Increased financial security and resilience; 2) Greater ability to live independently; 3) Being able to live safe and well. We have secured funding to ensure core delivery across all areas and we also have growth targets for 2019–21 including the development of an Independent Living Toolkit, access to healthcare, and the development of new services around Young Disabled People, and Debt Advice (for which we would need additional registration).

In 2018-19, delivery of our strategy is already going well and we are enjoying our tenth anniversary celebrations! Some other things to celebrate this year include our policy efforts to ensure an improved, light-touch approach to arranging assisted rubbish collections; the inclusion of a Changing Places accessible toilet in the new Morden Leisure Centre; and the publication of London Borough of Merton's first Disability Profile, raising the visibility of facts and figures about local Deaf and Disabled People.

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