



ANNUAL REVIEW 2015 - 2016



**RUN AND CONTROLLED BY DISABLED
PEOPLE FOR DISABLED PEOPLE**

Independence Charter

Supporting you to have a say in what happens in your life

Speaking up: Supporting you to speak for yourself, to say the things you want to say, about the things that matter to you



Informed Choices: Supporting you to organise your life the way you want to. We won't make choices for you; we will support you to understand what different choices might mean for you

Taking control: We will work with you and alongside you. We won't do things for you. Our services are there to offer practical support for you to take control

Money: Supporting you around money, so that you have choices and options

Rights: Supporting you to have your choices and rights to an independent life respected and protected.

Equality: Supporting you to achieve the same equality in living your life as any other person in our community.

Connection: Through our groups and events you can get to meet other people. You can be involved with what we do, if you want to



Confidential: We will keep your information private and safe. Confidentiality isn't absolute. We have to tell someone if you are going to be hurt or hurt someone else



Independent: We will work with you on the things that are important to you. We don't work for the Council or anyone else. We are run by disabled people, for disabled people in Merton.

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Photographs on the front cover: left to right

1. Richard and Councillor David Chung at our sponsored walk
2. Group of supporters at our sponsored walk
3. Merton CIL at budget cuts protest
4. Volunteer Jacqueline signing up voters for Operation Disabled Vote

Chair's Report



Well, the years roll by so quickly. Here we are half-way through our three-year funding grants, including the Big Lottery, and having to think about future funding to continue our current level of service provision.

The current year has seen us consolidate our Advice and Advocacy services together with the launch of our Supported Volunteer service, and Policy & Strategy service.

With the ongoing cuts in both Central Government and Local Authority funding and services we anticipate an increasing demand for our services in the coming year.

We have recently also started to develop a Disability Hate Crime project which helps to support survivors, and raise awareness of the issues. This launches in 2016-17.

We have been active this year in developing the voice of disabled people through supporting our members and service users to contribute to debates and consultations in Merton. We have also taken up a number of policy issues, such as making the case for the need for adequate social care.

We could not have done any of this work without the generous support of our funders. We were also honoured this year to have been named one of the Mayor of Merton's Charities of the Year.

In closing, I would particularly like to pay tribute to all our staff and volunteers who have contributed to the past year's effort and helped bring alive the vision of Merton CIL members and trustees; keep up the good work!

A handwritten signature in blue ink, which appears to read "Roy Benjamin".

Roy Benjamin, Chair of Merton CIL

Meet Merton CIL's Trustees!



Roy Benjamin, Chair has worked in the social care field for longer than he can remember, which is not long these days! For the last 30 years he has been a campaigner for equality



Gina Vettese, Our New 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



Fiona Ringwood, Treasurer has 25 years experience in accounting / book keeping and has run her own company for 15 years. Her son has autism and she is a keen florist



Charles Barraball is a stroke survivor who has supported Merton CIL since 2012, and joined as a Trustee three years ago



Claire Benjamin is a visually impaired mum of 2 disabled children who has lived in Merton for 17 years



Slim Flegg 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



Sarah Henley lives in Merton and brings her sense of fun and adventure to every board meeting



Anita Jones joined the trustees after using the service and helping out as a volunteer. She is a carer with a background in production and fashion

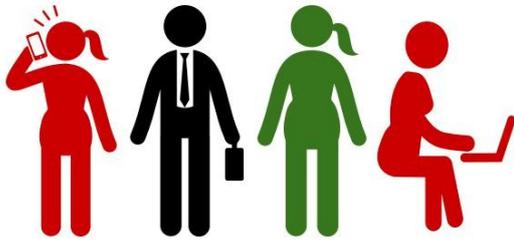


Carole Mathurin's family have given her many years of experience of disability which has informed her awareness of discrimination and the need for continuing campaigning for equalities



Nick Pizey has over 20 years of experience with national disability organisations and is involved with local healthcare organisations

Merton CIL Headlines for 2015-16



982
338

sessions of support delivered across our services to:

local disabled people

"Really and truly I would not have been able to do it alone I was terrified."

8

members of staff delivering our services, Advice & Advocacy, Peer Support, Supported Volunteering, Policy & Strategy and promoting the Voice of Disabled People



Top 5 topics:

1. Benefits applications assessments and appeals
2. Community Care
3. Homelessness
4. Health
5. Debt & Low Income



106

meetings to improve the lives of disabled people through our Policy and Strategy work



18
committed volunteers delivering

400

hours of support to Merton CIL



14 events, activities and consultations supporting local disabled people¹

"Thank you to you and your team, you are the best, you made it happen for me. I was really down I felt like taking my own life. Now I feel better"



£846,000

contributed to the local economy through our work²



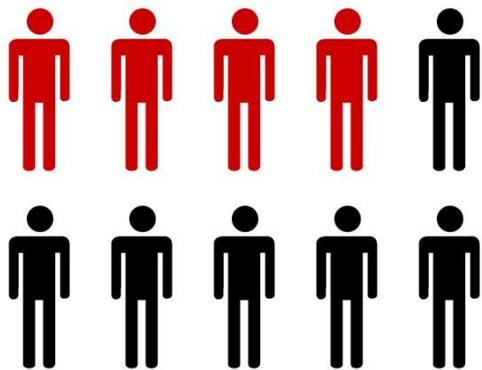
Quality Mark Achieved

1. These included: My Voice Matters, Independence: what does it mean to you?, A sponsored walk, Our AGM, 10 consultations, campaigns and conferences

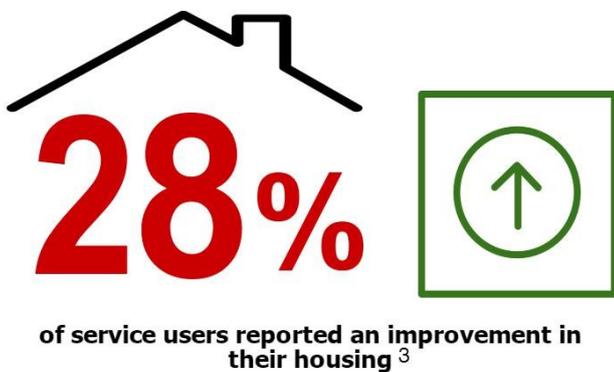
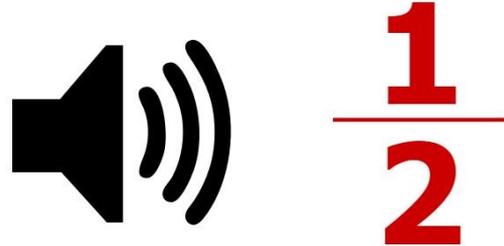
2. Amount obtained directly for disabled people, carers and net salaries of local staff



"MCIL absolutely helped me tremendously. I was having a nervous breakdown before MCIL. I class you as very good"



Merton CIL is.... "Excellent in every way", "Brilliant and Resourceful"



"You got me through the toughest times"

3. We conducted feedback with a random sample of service users who answered the question "Has there been any improvement for you in any of the following areas? Housing, Confidence, Health, Speaking Up"

4. We conducted feedback with a random sample of service users who answered the question "Thinking about the reason why you got in touch with us, how well did we deal with that? Using this scale, 1 means not at all and 5 means very well"

About Merton CIL

Our Vision

Merton Centre for Independent Living (Merton CIL) is a rapidly growing local organisation run and controlled by 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 & wider society.

Our Aims

We review our work towards our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in 2015-16.

At Merton CIL our aims are to:

- Promote the independence and inclusion of Disabled and Deaf people in Merton
- Identify and challenge discrimination faced by Disabled and Deaf people
- Encourage Disabled and Deaf people and supporters to achieve change locally

Some of the highlights this year have been intensive work enabling people to access the benefits to which they're entitled, supporting a number of Disabled people experiencing homelessness, and facilitating access to community care. We have worked with our members to develop our values as an organisation, and launched our Independence Charter. We also supported local Disabled people to speak up during the year through our My Voice Matters event, and around cuts to adult social care, among other issues.

Our year ahead...

A key role of Merton CIL is to ensure that local Disabled people are supported to live independent lives. To achieve this we will continue to deliver around the strategic priorities set by members in 2013 which focus on key areas of work around each of our 3 aims. We will pilot our new Disability Hate Crime Prevention and Reporting Service, for which, following in-depth research into the situation in Merton, we succeeded in securing some funding from MOPAC / London Communities Foundation for 2016-17.

We will begin the process of refreshing our strategy and business plan, and look at securing new funding, from 2018 onwards.

Our Values

This year we worked with our members, trustees and staff to develop the values which are important to us:



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

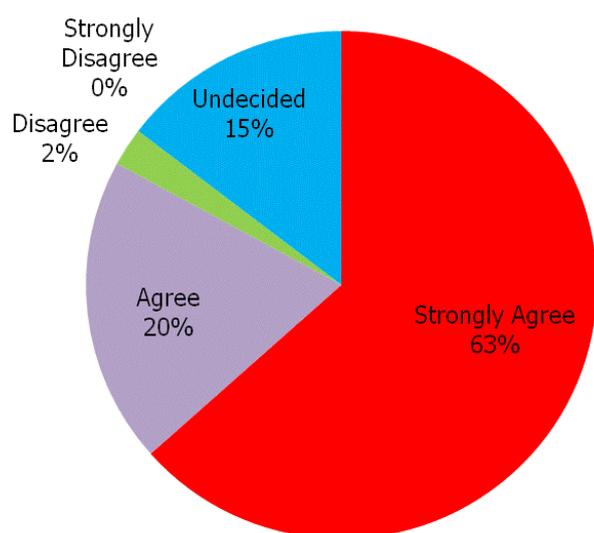
We are passionate about supporting you to stand up for your rights. We will challenge discrimination. We will support you to say what you want and need.

Our Policy Work

Our new Policy and Strategy Project saw us attend over 100 meetings during the year on behalf of local Disabled people, as well as preparing several submissions and consultation responses to local and national Government. Our key activity areas were:

- Engaging with consultations around budget cuts to Adult Social Care and changes to Merton Adult Education
- Conducting research on the scale of Disability Hate Crime in Merton
- Speaking at Council groups and forums including the Charging Forum, Welfare Reform Group, Learning Disability Partnership Board, Merton Partnership Conference
- Addressing access issues by being part of the Merton Access and Transport Alliance and supporting members to feedback on the new Leisure Centre proposals
- We are also engaging strategically with the Public Health team on a new Disability Health Needs Assessment for Merton
- During the year we vice-chaired the new Health and Social Care Forum, encouraging the voluntary sector to have a more unified voice

Merton CIL addresses the issues that are important to disabled people in Merton



Key outcomes from our work include increasing the level of debate around cuts to services, including achieving national press coverage, and raising the profile of disabled people in forums such as the Safer Neighbourhood Board.

83% of our members and service users agree that we address the issues that matter to disabled people ⁵

Our priorities for the year ahead include Housing, Independence, and identifying upcoming social policy issues through our casework.

⁵ Data based on 2015 Annual Survey, 41 respondents

My Voice Matters: Let's Speak Out!



My Voice Matters: Lets Speak Out! Was the fourth annual debate hosted by Merton CIL. The event was opened by The Mayor of Merton, Councillor David Chung who highlighted the importance of making a stand for what you believe in.

63 people attended, and we heard from a superb line up of speakers who shared their experiences of campaigning and their top tips for making change happen, which we later turned into a film and poster with seven top tips.

For more information and to see our film on making change happen, please visit our website - www.mertoncil.org.uk/getting-involved/my-voice-matters-2015/



Other events during the year included holding a Hustings event for the General Election, a sponsored walk, and an event on Independence: What does it Really Mean? which led to the launch of our Independence Charter. We also facilitated sessions at the Learning Disabilities Partnership Board Good life event and Merton Partnership Conference.

We also hosted 4 external consultations on; Policing London BBC programme, the Health Help Now app, impact of Social Care cuts, Morden leisure centre redesign. Finally we held 3 internal consultations on our priorities, our values, and people's experiences of hate crime.

Case Study One: Speaking-up to Win a Benefits Appeal

Miss Imran⁶ was referred to Merton CIL by a local organisation for support with an upcoming appeal over her Personal Independence Payment (PIP) claim. Following the initial claim and mandatory reconsideration, she had been awarded just 1 point and was told she was not eligible for the benefit by the Department for Work and Pensions (DWP). This was despite the fact that Miss Imran lives with bipolar disorder, depression and borderline personality disorder. Her day to day challenges mean that she does not leave her home, answer her phone or read her post. She has 3 children, one of whom still lives with her. Outside of her children, she only has contact with her support worker from a local organisation, who had been the one to contact us.

At the start of the case Miss Imran found it very difficult to communicate with her allocated worker from Merton CIL. We were unable to contact her directly and had to pass messages on through the support worker. It was very difficult to support Miss Imran, or help her appeal her benefit claim decision, without being able to communicate. We knew that we had to adapt our approach and our worker was eventually able to communicate through SMS text message, which led to a home visit meeting with Miss Imran. At the home visit, we went through the court papers, what PIP was actually for, and discussed Miss Imran's day to day life and what support she needed. We supported her to understand the quite technical PIP questions and explained what information she needed to provide.

Miss Imran told us that she was not very confident or optimistic about her life, and she felt that she was often disbelieved and that the DWP thought she was a liar. Through discussion, it became clear that Miss Imran does not eat, cook, wash or change her clothing regularly due to her depression. She is unable to leave the house unless accompanied by her support worker. She has to be supported to take medication and maintain her health, and she is unable to manage her finances.

Merton CIL put an appeal submission to the tribunal based on the information Miss Imran had given us and backed it up with medical evidence.

Merton CIL and Miss Imran's support worker, went with Miss Imran to the benefits tribunal hearing. Merton CIL's role was to enable Miss Imran to speak up, and the support worker was there to provide a witness statement to the tribunal. This was really important because Miss Imran was worried about forgetting information under pressure, but having the support worker let her feel that she had back-up.

The tribunal judges over-turned the original DWP decision. Miss Imran was awarded 28 points, a huge increase from the original DWP assessment of a single point, and she was awarded the enhanced rate for both daily living and mobility components of the benefit. This case highlights some of the additional barriers faced by people with mental health needs when they apply for disability benefits.

Miss Imran also received back payments in excess of £3,000 and is using this to pay off debts accrued while she was unsupported. She feels this money may enable her to heat her house better and pay for the extra costs she accrues due to her disabilities.

Overall, Miss Imran was very pleased with the outcome. She felt she had now been heard and believed about the extent to which her disabilities affect her daily living. Miss Imran was even able to contribute to a telephone feedback survey we did to find out how she felt about the service. This is not something she could have done at the start of the case.

"All of the help that I got was very good"

Case Study Two: Seven weeks to avoid homelessness



Mr and Mrs Jones⁷ are a couple in their 50s who had been living in Merton for less than a year. They were living in a privately rented one bedroom property under a one year fixed-term assured short hold tenancy. The only income coming into the household was via welfare benefits and as their rent was higher than the Local Housing Allowance, there was a shortfall between rent and Housing Benefit. Mr and Mrs Jones were therefore reliant on Discretionary Housing Payment (DHP) to meet the rent shortfall and to prevent them falling into arrears. They were due

to reapply for DHP but they were so worried about not getting it, they had cancelled their tenancy agreement and were trying to find another property at a cheaper rent.

When Mr and Mrs Jones contacted us, the couple were at risk of homelessness. They had given written notice to leave their privately rented property because of their worries about the possible rent shortfall. The notice period was running out within the next seven weeks, and they did not have another property to move into.

At a home visit, we explored their options and looked at what would happen if Mr and Mrs Jones were not able to withdraw the notice, were not able to find another privately rented property to move into and had to make a homelessness application to Merton Council. Our advice was that Merton would not owe the full housing duty to them and that Merton would, at best, provide them with interim (emergency and short-term) accommodation only. They would probably be referred back to their previous borough, who had already decided that they did not have a priority housing need.

7. Not their real names

Photo 9. Both photos posed by models from Photosymbols.

Options discussed:

1. Withdraw their notice and agree a further tenancy with the landlord.
2. Alternatively, do not withdraw notice and focus all energies on trying to find another private sector tenancy.

Advice:

We advised Mr and Mrs Jones to take option one and agree a further tenancy with the landlord

Outcome:

Mr and Mrs Jones were able to withdraw the notice and negotiate a new tenancy. Therefore, potential homelessness was prevented.

We also supported Mrs Jones to successfully apply for a Personal Independence Payment (PIP), and she received standard rate for the care component.

Mr Jones was able to successfully reapply for DHP by himself, although the new award meant they would have to make a £10 per week contribution towards the rent, following a rent increase under the new tenancy.

Mr Jones is now in the process of migrating from Disability Living Allowance to PIP, and we will be assisting him with this.



Case study Three: Navigating changes to the ILF

The Independent Living Fund (ILF) had been set up in the 1980s to top up the funding available from local authorities for care, in recognition that those with the highest levels of support needs require assistance which local authorities did not provide. Resources were provided in a way which enabled people to have choice and control over the support they needed. The ILF made a major difference to people whose needs had previously meant their only options were residential care or a very limited life for them and their families.

The ILF closed on 30th June 2015, leaving many former ILF users worried about the future. Merton CIL supported a consultation with ILF users just before the start of the year, and following intense discussions with local MPs and Councillors, Merton Council agreed to ring-fence the transition funding received from Government for former ILF users for a year. This gave the 19 ILF users in Merton a small breathing space to plan ahead.

During the year, Merton CIL wrote to all ILF users via the Council, inviting them to a peer support session to share experiences. We also hosted a workshop on issues facing ILF users which was developed by Scott-Moncrieff & Associates Ltd, a national firm of solicitors specialising in community care and other civil liberties work.

We also supported individual ILF users to prepare for community care re-assessments by Merton Council, and supported them at the re-assessments themselves.

“The group meetings were good for sharing information. I wouldn’t have known some of that stuff otherwise. The preparation session was most useful so I knew what to expect. Having support during my review was key because the session was really long and I would have forgotten important stuff without you there to remind me.”

"That assessment! Did they want me to get naked? It was so invasive. This long and drawn-out process I am now going through for basic support, when all I want to do is get in with my life... not knowing what will or might happen is a terrible way to live your life"

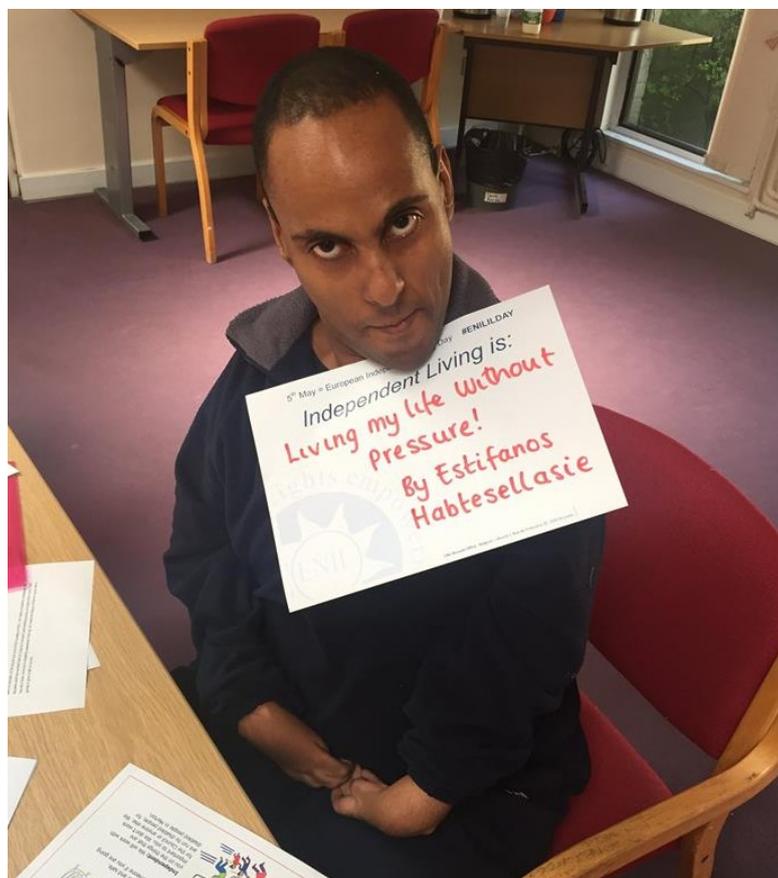
A number of issues were highlighted through our work supporting former ILF users. Cuts to the social care team meant that assessments were often done with social workers who didn't know the individuals or understand their impairments. The approach to assessments was inconsistent with some people getting a full care act assessment and others getting a print out of a previous (non-care act) assessment and being asked to comment on it. There was an inconsistent approach by the Council to sharing draft reports, with some assessors sharing them and getting feedback from the individuals, and others send it straight to panel with no input, or even making recommendations against the wishes of the individual. There were long delays getting the final decision on what care and support the Council would provide - in some cases there was a 2 month wait for news.

Nearly half of former ILF users had their support cut following assessments by the Council, however, only two of the people supported by Merton CIL were cut. This means that the majority of people seeing a cut in their care package had not been supported by an advocate.

For people whose care was frozen, we've been made aware of a number of cases where they have been asked to pay more towards their care following financial assessments, even though they have not had an increase in their income; this is also effectively a cut, and something we are looking at.

Our work with former ILF users meant that we were able to contribute to an evaluation of the closure of the ILF with Inclusion London, which was published in 2016.

Case Study Four: A Volunteer Builds his Confidence



Estifanos is one of our volunteers. He became involved in Merton CIL in late 2014 after being referred by Merton Voluntary Service Council.

He took part in our 4 days of core volunteer training in May 2015, covering Disability Equality, Independent Living, Disability History and Activism, and getting ready for Merton CIL.

He has also attended the volunteer support group and skills training sessions in confidentiality, boundaries and safeguarding, note taking, plus do's and don'ts of social networking, which led him to setting up a Facebook page.

"I didn't know anything about Merton CIL or what use I could be to them. I was given an interview to check whether I'd be up to scratch. It seemed all very formal for a voluntary position, but then again I had very little experience of volunteering. It was decided that I'd do some admin work and take it from there. I was also given the chance to be a member and attend members meetings.

I got to see disabled people who were very different from me. Most of them live independently and had completely different life experiences. I had trouble relating to them initially, but through spending more time at Merton CIL and going through disability equality training I felt more at ease. I got to learn there is no one way of living, just one that suits you and allows you to have choice. I've come to understand the issues that affect us such as spending cuts. Although I tend to be more of a listener than contributor I feel comfortable participating at meetings. Having said that I was on one occasion a facilitator at one of the members groups, regarding the European Network on Independent Living."

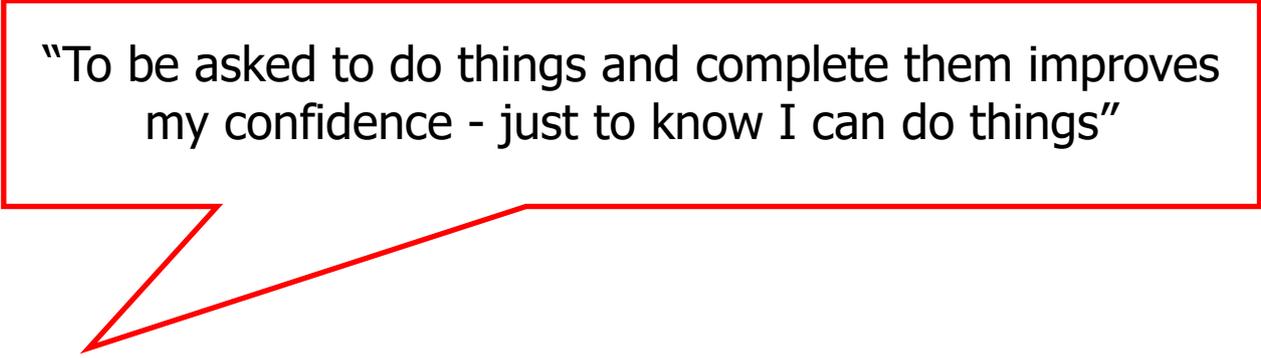
Since coming to MCIL, Estifanos has flown through his training and become a committed member of our volunteer team and has been supporting admin and reception on a weekly basis utilising his clear IT skills.

We have been so thrilled with the contributions that Estifanos has made that we nominated him for a community award sponsored by the local paper, Wimbledon Guardian and Merton Council and he received a highly commended award!

“Merton CIL includes me not only by allowing me to volunteer but also giving me other opportunities. For example just recently I have been visiting residential homes with disabled residents on Merton CIL’s behalf. I’ve enjoyed writing reports and doing something for Merton CIL, in partnership with Merton Seniors Forum. There was also a time when I acted as representative for Merton CIL at a Merton Learning Disabilities Conference. This shows how inclusive Merton CIL have tried to be with me, somebody who only came here initially to do some admin work”

Estifanos also joined our user-led monitoring and evaluation steering group, and in 2016 he has gone on to interview staff and run focus groups with our members and service users to help evaluate our service.

Estifanos has clearly demonstrated that whilst without opportunities disabled people can be isolated, given the opportunity we will become well liked, well respected members of a team and active contributors to our community. He is therefore a great example of what we disabled people can achieve.



“To be asked to do things and complete them improves my confidence - just to know I can do things”

Top 3 Things we learned this year

People with complex cases can need long-term support

Throughout the year we saw a number of very complicated cases and we supported some people in-depth over a long period of time. We worried that this might be creating dependency on our service, however, we reviewed our cases and have learned that supporting people to build their confidence can be a process needing care and patience. Our longest term service user recently went ahead and sorted out her own housing benefit, council tax, and tax credit issues, saying that she was able to do it because she'd seen how we dealt with her previous cases.

Our initial targets were too stretching

At the start of the year we hoped we would be able to provide up to 1,800 sessions of face-to-face 121 support. However, it took us longer than expected to get a full staff team in place, and our original targets didn't take into account enough travel time for home visits, or any reasonable adjustments for our disabled staff. We also found that working at the level needed for our quality standard meant the administrative burden was nearly 3 times what we expected.

We recruited a Service Manager to help improve service delivery and working practices in 2016-17 and revised our targets. We also commissioned external evaluators to work with a user-led steering group to review our performance and recommend improvements.

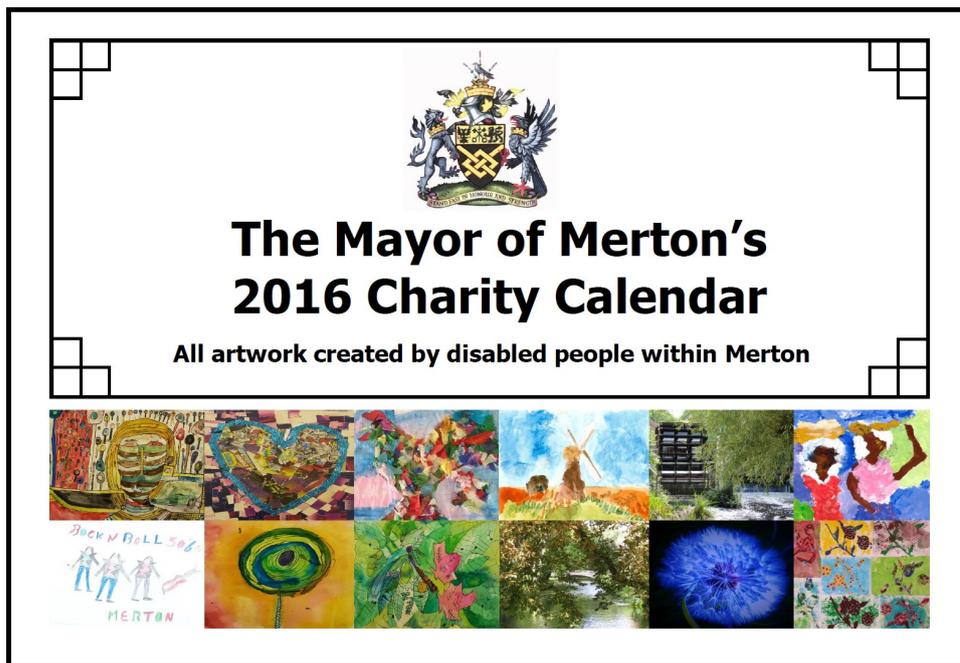
Better communication was needed

We looked at all our compliments and complaints for the year. We had 14 compliments, which included people sending us thank you cards after their case was resolved. Unfortunately we also received 11 complaints. The majority of complaints were triggered by poor or slow communication, because some of our staff were very busy.

We looked at our waiting lists and developed clearer referral and case management policies as part of our work towards the Advice Quality Standard, which we achieved in March 2016. Some complaints were linked to unclear boundaries or expectations so we developed some flyers describing what people can expect of us, to help with this.

Our Year as The Mayor of Merton's Chosen Charity

In early 2015 we were thrilled to be selected as The Mayor of Merton's chosen charity of the year along with Friends of St Helier (F.I.S.H). Throughout the year we worked with the Mayor and his team who held a number of successful events to fundraise for both Merton CIL and F.I.S.H. This included an art competition for disabled people which led to a Mayor's Calendar which we sold in Merton.



We would like to thank The Mayor of Merton Councillor David Chung, Carol Vincent and the rest of his team for all of their support throughout the year. We gratefully received a cheque in July 2016 and had also received some donations directly from individuals and organisations. These donations will help us to continue our work to support local disabled people.



Photo 11. The Mayor of Merton's Cheque Giving Ceremony; Photo 12. Guyanese dancers at The Mayor's Ball; Photo 13. Meeting the Mayor at The Mayor's Ball

Thank You

We are extremely grateful to all our funders and supporters this year!



The Big Lottery Fund

LOTTERY FUNDED



The London Borough of Merton



The Henry Smith Charity



Trust for London

Tackling poverty and inequality

Trust for London

We would also like to thank all our individual donors and everyone who took part and contributed to our sponsored walk in June 2015 and those who hand made bags to help us fundraise.

Thank You

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!

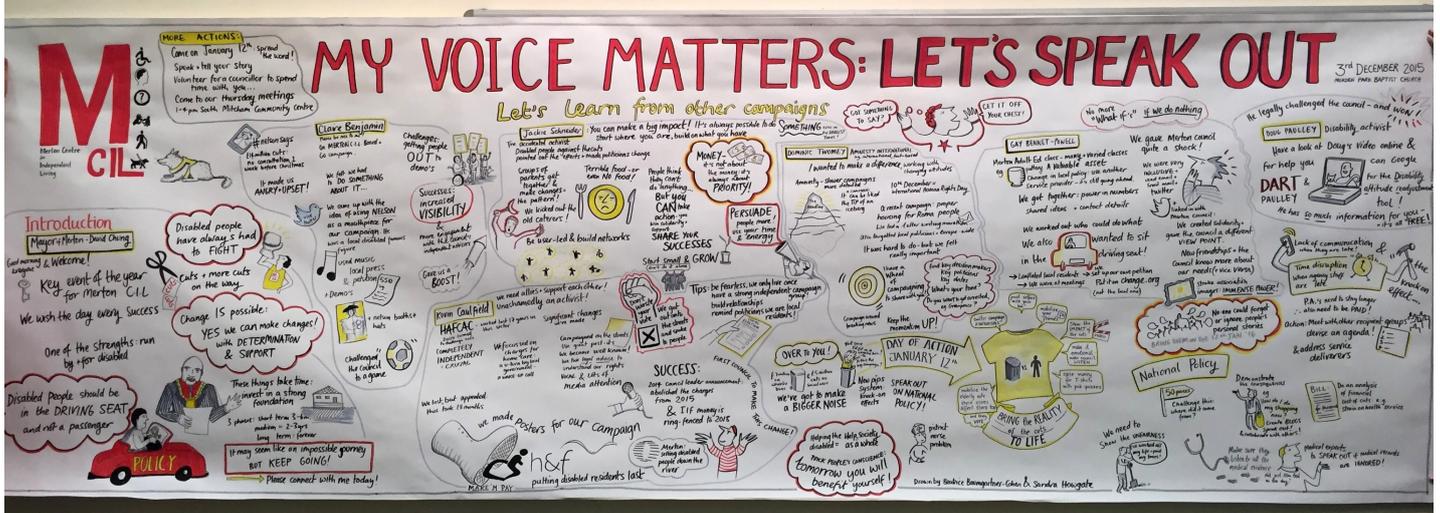


Photo 13. Richard at The Redeemed Christian Church of God, Living Water Parish
 Photo 14. Merton CIL at budget cuts protest
 Photo 15. My Voice Matters visual representation

Statement of Financial Activities for year ended March 31 2016

STATEMENT OF FINANCIAL ACTIVITIES FOR YEAR ENDED MARCH 31 2016^{2a}

	Note	Un- restricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Incoming Resources	2b				
Incoming Resources from Charitable Activities	3a		275,881	275,881	91,200
Voluntary income	3b	165	-	165	72
Fundraising Income	3c	5,181	-	5,181	261
Other Income	3d	7,040	-	7,040	1,940
Total Incoming Resources		12,386	275,881	288,267	93,473
Resources Expended	2c				
Charitable Activities		-	203,767	203,767	93,847
Cost of Fundraising		-	285	285	152
Governance Costs	4k	-	15,990	15,990	1,888
Total Resources Expended		-	220,042	220,042	95,887
Net Incoming Resources		12,386	55,839	68,225	(2,414)
Total Funds Brought Forward	3e	9,723	16,217	25,940	28,354
Total Funds Carried Forward	3f	22,109	72,056	94,165	25,940

There are no recognised gains and losses other than those in the statement of financial activities. Therefore no statement of total recognised gains and losses has been prepared. All the above amounts relate to continuing activities. The notes on pages 13-16 form part of these accounts.

Notes to the Financial Statements

for year ended March 31 2016

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 2005 (revised 2008)' ("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 does not currently contribute to any pension scheme.

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, sales of merchandise, and sponsored walks.

3d Other income is earned interest and event facilitation income.

3e Funds brought forward means funding kept from 2014-15 for use in 2015-16.

3f Funds carried forward means funding reserved for 2016-17

3g The organisation has taken advantage of the exemption in Financial Reporting Statement No. 1 from producing a cash flow statement on the grounds that it is a small company.

3h Henry Smith Charity core funding support

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

3j Trust For London funding for Advocacy

Notes to the Financial Statements

for year ended March 31 2016 cont.

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

3l Accrued Grant Income: Trust for London Grant Income quarterly instalment for the year received in the following year.

3m Accrued interest relates to interest on cash held at bank for the year 2015/2016 and received April 2016

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 includes: Salaries £146,134, Employers' NIC £9,177, Other (DBS checks, HR costs, Occupational Health Review) £3,763 The number of employees whose emoluments amounted to over £60,000 during the year was nil.

4d Hardware and software includes new computers and printers, office furniture and a new Customer Database.

4e Training includes staff training and development.

4f Events includes: General Election Hustings, April 2015; My Voice Matters: Let's Speak Out; December 2015; and Independence What Does It Mean To You?, February 2016

4g Publicity includes leaflets and flyers.

4h Office Overheads includes rent, office supplies, travel, bookkeeping and telecommunications

4i Consultancy includes Advice Quality Standard Support and research commissioned into the scale of Disability Hate Crime in Merton

4j Volunteer training and support includes expenses related to volunteers

4k Governance includes AGM 2015, accounting fees, insurance, subscriptions, Capacity Training of the Board for which we received specific funding, and Advice Quality Standard Fees

4l Liabilities on balance sheet relates to expenses accrued and accounting fees.

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



RUN AND CONTROLLED BY DISABLED PEOPLE, FOR DISABLED PEOPLE

We offer services and opportunities for deaf and disabled people in Merton

Advice and Advocacy Services - Debates and Events
Volunteer Training and Opportunities
Disability Hate Crime Prevention

We support the independence and inclusion of deaf and disabled people, challenge discrimination, and enable people to achieve change locally

To find out more contact us using the details below:

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LOTTERY FUNDED

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Registered Charity Number 1152825