
LONDON ADVICE SERVICES ALLIANCE COMPANY LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

**FOR THE YEAR ENDED
31 MARCH 2010**

**Company Number 1794098
Charity Number 800140**

Company Information

Board of Trustees	John Blandford Nadine Clarkson Palomares Muge Dindjer Sanja Dujmovic Potnar Annette Figueiredo Paul Lowenberg Hugh Lyon Mohammad Marashi Samantha Mauger Elizabeth Sewell
Chair	Elizabeth Sewell
Vice Chair	Hugh Lyon
Treasurer	John Blandford
Secretary	Andrew Gregg
Chief Executive	Andrew Gregg
Company Number	1794098
Charity Number	800140
Registered Office	Universal House 88-94 Wentworth Street London E1 7SA
Independent Auditors	Gotham Erskine LLP Chartered Accountants Friendly House 52-58 Tabernacle Street London EC2A 4NJ
Bankers	National Westminster Bank plc 130 Whitechapel High Street London E1 7PS

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ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2010

The Board of Trustees present the Annual Report and the financial statements of the London Advice Services Alliance Company Limited, Lasa, for the year ended 31 March 2010.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005 and the Financial Reporting Standard for Smaller Enterprises (effective April 2008). Lasa's trustees have complied with the duty in section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities.

During 2009 Lasa celebrated its 25th anniversary by holding a number of high profile events that showcased the policy and advice work and the ICT services provided by the organisation.

Principal activities

The objectives of the charity are:

To relieve poverty by promoting the provision of high quality independent advice for all and in particular:-

- a) to promote the development, improvement and co-ordination of legal and advice services and to encourage co-operation between agencies providing such services;
- b) to promote and assist in the introduction of information technology in charitable agencies;
- c) to carry out, commission and publish studies and research into the provision of legal advice and voluntary services and to develop policy responses to this research.

Lasa's mission and aims

Lasa's mission statement reads:

Lasa provides strategic and innovative services to support the provision of expert independent advice for all.

Lasa aims to see good advice available to all who need it and works to secure this by:

- Providing high quality support services to legal advice and information providers
- Promoting access to advice
- Promoting and developing new approaches to the use of ICT in voluntary and community organisations
- Being a source of good practice and innovation

Background

Lasa was established in 1984 to provide specialist support to advice and information providers. These services include advice, information and training in the field of information technology and welfare benefits support. In addition, Lasa undertakes policy work to promote the role of advice services with policy makers, central and regional government bodies and funders.

An independent organisation, Lasa provides services to organisations that include the main advice networks, national and regional organisations with an advice and information function, local community based organisations (especially those working with minority ethnic and refugee communities) as well as public sector organisations such as housing associations and local authorities. Lasa's work enables these organisations to benefit the public by providing better quality advice to ordinary people, which is free at the point of delivery.

Based in London, some of Lasa's services are primarily delivered in the London region but increasingly

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publications, websites, software, training and consultancy services are accessed by organisations throughout the UK.

The early and effective cutbacks made in 2008-9 resulted in Lasa achieving a sustainable and cost effective position in 2009-10 – a period in which many of our competitors were forced to make similar savings in a more difficult climate.

In 2008, Lasa had an average of 32 staff (24 full time and 8 part-time) during the year. By the end of the financial period 2008-9 we had reduced this number to 21 staff through a mixture of natural wastage and redundancies. During the year 2009-10 Lasa employed an average of 21 staff. Lasa staff continue to operate in specific teams and projects supported by the Finance and Central Services Teams who provide key administrative and financial support. All the services have been grouped together under the Director of Services (Terry Stokes), with the exception of Lasa's training services which have been managed under the auspices of the Director of Finance & Resources (Kathleen Walsh) and with the very substantial input of Lasa's Marketing and Business Development Manager (Zoe Cumberland).

Overview of the work of Lasa in 2009-10

In the Autumn of 2009 Lasa ran a highly successful anniversary campaign aimed at repositioning the organisation and building the business case following the restructuring in 2008-9. We held two major events – the first in October focussing on ICT hosted by the City Bridges Trust and focusing on funders and ICT stakeholders. The second 'flagship' event was held at Meyer Brown looking at the support needs of the sector and how Lasa can respond to some of these. The campaign resulted in significant press coverage and benefited from sponsorship from a number of sources keeping costs at a minimum.

London Councils' new commissioning approach came fully into effect this year. The change for Lasa resulted in the replacement of one overall grant by four separate commissions. This inevitably took up a substantial amount of management and staff time however we are fortunate to enjoy a positive, mutually supportive relationship with London Councils.

The new commissioning process has also brought us into much more open competition with some of our stakeholders – we found ourselves bidding against Advice UK and the Law Centre's Federation for the Policy and Voice commission as well as against Superhighways for the ICT related work. In addition the change in the method of distribution of the grant funding inevitably has a number of potential issues which we are continuing to address through the Voluntary Sector Forum. We are also working with London Councils' Officers and Members in order to resolve them and to ensure the ultimate beneficiaries of the funding get best value from it.

The decision to continue to invest in the Marketing and Business Development Manager post (part funded by the Esmée Fairbairn Foundation) has really paid off in 2009-10 and Lasa has developed a much more professional approach to marketing its services successfully. We have carried out a thorough review of our programme and in-house training courses. The Rightsnet and AIMS projects have also gained significantly from this more market focused approach. We have also held several seminars for staff on how to sell Lasa's services more effectively.

Despite the huge pressure on funding we have developed a number of new initiatives and have secured funding for these, including continuation funding for our 'Building Bridges to ICT Excellence' project from the City Bridge Trust, Cripplegate Foundation and Wates Foundation. During the course of the year we also secured a contract from the Social Care Institute for Excellence (SCIE) to carry out technical assessments of the grant funding applications arising from their Get Connected Project. The Get Connected Investment Project is a capital grant scheme for registered providers of adult social care in England and independent sector organisations supporting personalisation in adult social care to enable improved access for users, carers, visitors and staff to information and communications technology (ICT) so they can use the power of the internet to communicate, learn and train.

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Our Suppliers Directory is the basis of the preferred suppliers to undertake this work with the residential care sector and as a result we have received many more registrations and traffic to this important resource.

We continue to be closely involved in the Voluntary Sector Forum of London Councils and have also contributed actively to their advice sector forum. Lasa works closely with all the advice networks as well as key agencies such as London Voluntary Services Council, Government Office for London, Advice Services Alliance, NAVCA and NCVO.

During the year we continued our involvement with the Change Up and Capacitybuilders programmes at all levels – national, London-wide, sub regional and borough levels. We are the lead agency in a project with London's Councils for Voluntary Service to develop plans to improve ICT infrastructure across London. We host the London ICT Champion. We chair the London Advice Forum and attend the London Regional Consortium of Change Up as well as actively contributing to the work of the ICT sub group.

Lasa campaigned actively in Parliament and elsewhere around Access to Justice and the continued effects of the Legal Service Commission's introduction in October 2007 of the unified contract. In addition to the problems that this has caused Lasa it is already having serious effects for London's not for profit advice sector which we have monitored closely through our policy development officer and regular meetings of the London Advice Forum.

Welfare Rights Support Services

Rightsnet website

Rightsnet (www.rightsnet.org.uk) our welfare benefits and tax credits website for advisers includes an on-line discussion forum; daily news and analysis, caselaw summaries; leaflets, factsheets, benefit calculators, benefit rates and the latest advice-related job vacancies. Some parts of the website are accessible free while others are accessed via a password with a small annual subscription.

Use of the website was maintained at high levels attracting more than 30 million hits, 800,000 visitor sessions and 6.25 million page views during the year. Users represent more than 4,000 advice organisations across the UK.

More than 800 articles were published to Rightsnet during the year, with summaries of and links (within 24 hours of their issue) to new legislation, case law and court decisions, official guidance, and policy documents. Peer support was delivered through the discussion forums with almost 7,500 contributions posted by advice workers, viewed by others more than ½ million times.

During the year rightsnet also continued to support the work of Lasa's training team - with information on our training courses and online booking available via the site - and Lasa's policy team who published the latest advice policy news and resources to the site.

Review

Six editions of Lasa's bi-monthly welfare rights 'Review' magazine were produced and each distributed to more than 2000 organisations in 2009/10. Review contains information and news to enable advisers to keep up to date with changes in welfare benefits and tax credits, and an annual benefit rates poster. Review is available for a small subscription.

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Specialist Support Project

We have continued to provide expert support and advice for organisations with a unified LSC contract or a Quality Mark in welfare benefits based in Wales. The contract will run up until March 2011. We provide five telephone advice line sessions each week for advisers, 52 weeks of the year. Between April 09 and March 10 we worked with 55 organisations in Wales, assisted them on 251 different matters, and spent over 321 hours doing so. This service is free to advisers. The Legal Services Commission who funds the Specialist Support Service, set a target of 200 hours per annum, and we met this target well in advance, by November 2009.

Advice Support Project

This financial year saw the introduction of our Advice Support Project, which aims to develop the welfare benefits advice skills, knowledge and confidence of VCS advisers working with BAME, Refugee, Migrant and other socially-excluded communities. This consists of a London Advice Support Forum, Assisted Casework and the London Advice line for advisers.

The Advice Support Forum has been particularly successful in attracting organisations across London, working with a wide variety of socially excluded clients. The forum has been a vehicle for them to share, learn and develop their welfare benefits advice and representation skills and knowledge, by learning from each other. We have covered contemporarily relevant advice topics, including our first equalities topic on mental health and benefits. 52 advisers have benefitted from the forums this financial year.

The assisted casework project, which provides intensive support and learning to advisers on live cases they are working on, has been very beneficial for the organisations who have so far taken part. We have in total worked on 45 complex cases for London-based organisations.

The London Advice line has been very popular, with 168 agencies contacting us, with 366 welfare benefits cases.

Welfare Benefits Training

The Advice and Training Team provided a comprehensive programme of affordable and accessible courses for organisations, in welfare rights and other advice related topics. Our audience includes local and national charities, local authorities, community and/or faith based groups and legal firms. A new marketing campaign has successfully increased the number of new clients we have trained.

Lasa courses are primarily promoted through the rightsnet website, but the marketing strategy has also increased awareness through additional techniques, such as online and print advertising. Over 24,000 e-newsletters were sent out in 2009/2010 and at least 5000 people have received additional promotional materials.

In 2009 -10 the team provided 130 courses in welfare benefits and tax credits ranging from the ever popular 'Welfare Benefits Overview' course aimed at advisers new to welfare benefits, courses on individual topics/subjects (e.g. Employment and Support Allowance) through to specialised courses such as the 'Representation at First Tier Tribunals' Course.

We have conducted extensive market research within the sector to enable us to continue to respond to training needs. Consequentially we are expanding our programme course range to include 'Introduction to Debt Advice' in response to changing demands within the advice sector. We have developed 8 new in-house training courses to cater for niche client groups, including Benefits for New and Lone Parents and Benefits for People with Learning Disabilities. 3 of these new courses were written for national homelessness charity Shelter, forming part of 16 in-house training courses we provided for their internal staff.

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“Fantastic quality welfare rights training... absolutely fantastic, responsive, accommodating, and provides very quick customer service.... Your speed and turn around time is fast- unusual but highly desirable in the sector

Your training helped us meet the criteria to bid for LSC funding because of the very quick turn around .”

Gareth Gilleeney, Learning & Development Manager, Shelter

Our ongoing relationship with Shelter is indicative of the growing number of leading charitable and government bodies who use the Rightsnet training service regularly. We are currently working on a large training programme for London Borough of Lambeth for 2010-11.

Over 550 people attended Lasa programme courses and 75 in-house courses were arranged. More than 200 different organisations engaged with the training service, and we doubled our target for providing low cost training places to enable staff from poorly-resourced BAME community organisations, or organisations representing other disadvantaged groups to attend our courses.

Courses are regularly evaluated, adapted and updated throughout the year in line with changes in legislation and suggested changes and improvements.

ICT Support Services

Advice, consultancy, information and support

The Information Systems Team provides advice, information and support to help organisations make effective use of Information and Communication Technology (ICT). These services build the capacity of organisations to manage their ICT, and so enable them to deliver quality services.

Services include:

- telephone helpline
- consultancy and advice including ICT Heathchecks
- an on-line searchable directory of suppliers of ICT services to the voluntary and community sector: [www. suppliers directorys.org.uk](http://www.suppliersdirectorys.org.uk)
- Quarterly magazine 'Computanews'
- Monthly ICT Bulletin
- 'Computanews guides' for in-depth coverage of key topics
- The promotion and development of the Circuit Rider model of voluntary sector ICT support.

Computanews is Lasa's non-technical guide to ICT focussing on the needs of Voluntary and Community Organisations. 4 issues were published in 2009 and circulated to approximately 2,500 individuals. We also published the Computanews ICT Security Guide. Computanews and guides are available free of charge. Both Computanews and the monthly ICT bulletin continue to be a popular source of ICT information for the sector receiving positive feedback from our online readership surveys.

Knowledgebase continues into its 11th year to provide a unique resource for small and medium-sized voluntary sector organisations to access relevant information on their ICT queries. This service is free of charge.

Over 370 articles are now published on the Knowledgebase website including 18 new articles and 78 revised / updated articles this year. Average visits per month in 2009 were over 23,000. The Discussion Forums have average visits per month of over 600.

The Suppliers Directory now has almost 160 entries with just under 230 services covering the whole of

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England. The directory has over 4,000 visitors per month.

Lasa Information Systems Team (IST) maintained its development of innovative support models to assist organisations in the management of their ICT. This included the promotion and development of the 'Circuit Rider Movement' in the UK - mobile ICT support workers who meet the needs of small to medium sized organisations. Work with NCVO, NAVCA and others to promote the movement is on-going. The Circuit Rider e-mail discussion forum continues to grow with almost 400 participants to date. Lasa has widened the number and types of groups to whom we provide a Circuit Rider service as well as building the capacity of a larger number of organisations able to provide this service.

We are entering our third and final year of our BASIS Big Lottery funded project to develop a training framework for new and existing circuit riders in London. Our work has focused on the population of the online Lasa Learning Environment including expert resources and Learner profiles. Our 5th Circuit Rider conference was again a huge success. Four meetings of the London Circuit Rider Network have now been held and will continue on a quarterly basis.

The 'Building Bridges to ICT Excellence' Project continues to work with the City Bridge Trust, Wates Foundation and Cripplegate Foundation to provide support to London voluntary and community groups on the ICT elements of their funding bids to the Trusts and Foundations. So far the project staff have reviewed over 400 grant applications and made contact with over 100 agencies, and 140 issues. The process has resulted in the project delivering signposting to relevant information and/or in-depth consultancy, usually carrying out either a visit or a healthcheck, with 54 agencies to address 75 specific issues.

The London Regional ICT Champion project is entering the final year of its contract with Capacity Builders, and continues to remain relevant in influencing decision-makers and championing our ICT Knowledgebase and Suppliers Directory as sources of independent, trusted and quality advice to the sector. The ICT Champion is a frequent speaker at sector events and has continued to engage with funders and policy makers in both central and local government to promote good practice in the use of ICT for the voluntary sector, and to develop models that deliver effective ICT support for the sector. The ICT Champion has also developed a policy setting out the case for funders to support third sector ICT – a theme also taken up by Martha Lane Fox (government's Champion for Digital Inclusion) at a recent digital inclusion conference.

IST provides a one-to-one ICT advice service to voluntary organisations in London and nationally through our consultancy work and helpline. Over 60 telephone advice calls were delivered and we carried out significant pieces of consultancy work with a number of high profile client organisations.

Although funding for the ICT Hub came to an end in June 2008 we continue to liaise closely with partner organisations where possible to promote the importance of ICT to the voluntary and community sector and to secure further income to maintain and develop the resources Lasa developed under the partnership. We also received sponsorship from Appichar towards the support of the Suppliers Directory.

The team has secured significant funding to work with the Social Care Institute for Excellence (SCIE) and the Charity Technology Trust to deliver the "Get Connected Project". This is a key initiative to distribute funding to adult social care providers in order to improve ICT access for service users and staff. A major part of the project involves the team's expertise in assessing grant applications and making recommendations for amount of funding. We have also played a significant role in shaping the project, acting as an advisory role to SCIE and participating in the project steering group and board.

The team is also providing information, advice and resources to care providers. The Suppliers Directory is the main gateway for care providers to source suppliers. The Knowledgebase is a source of resources to assist care providers with considering appropriate ICT solutions.

This year Lasa received an award from NTEN (Non Profit Technology Enterprise Network) for the team's outstanding contribution to the NTEN community over the last 10 years. The NTEN Awards are given out annually to innovators in ICT, organisations and individuals that have made a significant contribution to the sector.

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AIMS Software

The Advice & Information Management System (AIMS) is a contact management database that can be configured to meet the needs of a wide range of organisations. The database is available in two formats (Core & Extra) and operates on both SQL and Access platforms. AIMS is currently in use in over 150 voluntary sector agencies and 20 metropolitan authorities and London boroughs.

The AIMS Team delivered 18 training sessions to 88 delegates over the period, as well as providing individual agencies with 9 in house consultancy visits. The teams' telephone support line dealt with 468 substantive enquiries, providing assistance on report design, classification issues and technical matters. The average call lasted 13 minutes. At the end of the period, in line with our marketing plan, we had 31 AIMS SQL users (up from 23 last year), using the more secure and robust database platform.

The AIMS Free entry level version of the database had been downloaded by more than 500 organisations. Lasa is committed to offering small voluntary and community sector organisations the ability to monitor and report on their work and demonstrate their impact.

The free version and a downloadable demonstration version of the database is available from www.lasa.org.uk/aims/aims

The Multikulti project

The Multikulti website provides a legacy of information on various areas of social welfare law translated into 12 community languages available 24/7 at www.multikulti.org.uk. All content is reviewed to ensure its relevance as there has been limited new content added to the site since the substantive funding for this work came to an end in the previous financial year. The website continued to receive more than 15 million hits and over 2 million visitors during the year.

Our experience of developing and delivering the Multikulti website was integral to our securing of EU funding for the BridgelT project and we continue to work together with 25 organisations from 11 EU countries looking at exemplars of good practice in the use of ICT to ensure the integration and active citizenship of people arriving from outside the EU. Multikulti will form one of the case studies.

Our previous involvement in EU funded projects looking at employment training for refugees and asylum seekers – EASI and Presto – led to our being approached to be part of KC4All. This is a project aimed at helping to develop a toolkit of resources to enable adult learners to assess and improve their Key Competencies with regard to ICT and as a result enhance their employment opportunities.

Policy Development

Six meetings of the London Advice Forum (LAF) were facilitated during the year together with the development of terms of reference and a Forum work programme. The profile of the Forum has been raised significantly over the last 12 months and is increasingly recognised as a key body to consult on issues affecting advice provision across London. Lasa's policy function allows us to maintain an influential role in London advice sector developments with policy makers, regional and central government, and funders. We continue to play a central role in the development of legal advice services across London through our partnership work with the other major advice networks and organisations. We also engage with prominent London funders including London Councils, Big Lottery Fund, the Baring Foundation, City Parochial Foundation, London Funders and by way of involvement with the Voluntary Sector Forum, MPs, M.E.P.s, Greater London Authority (GLA) etc. We have also established the London Advice Executive in order to coordinate advice policy and provision across London. The London Advice Executive consists of Lasa, Citizens Advice, Law Centres Federation and Advice UK (London). In partnership we organised a highly successful annual London Advice Conference with over 100 participants and a wide variety of workshops, a funders panel (including London Councils) and a number of key speakers.

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We have organised meetings for LAF with London Funders, London MPs, the GLA and the Mayor's Office and have spoken at London Councils advice sector meetings. We contributed to the planning and presentation of London Council's legal advice sectoral forum on two occasions. Lasa's Policy Officer responded to over 100 telephone and over 40 mail requests for information and advice around legal advice services.

During the year we developed the advice policy news area of our rightsnet policy website, and continued to support an online discussion forum with funding from the City Parochial Foundation. The Policy and Communications Manager published 137 articles on the Policy area of the rightsnet website addressing the performance, organisational capacity, quality and sustainability issues of front-line advice providers. We maintain close links with Advice UK policy and development staff, Age Concern London, Youth Access, Citizens Advice London and the Law Centres Federation. Lasa is involved in many of the developments around legal advice provision within London through dialogue with partner networks and associated initiatives and events. The policy website area is proving to be a valuable resource in spreading information relevant to advice agencies in a timely and accessible format.

Lasa responds to all regional and central government consultations on issues affecting advice and legal services. In the year we coordinated responses to the London Council's commissioning process, and to the London Councils and Big Lottery Fund consultations. We also attended a wide variety of meetings, seminars and presentations at, for example, Government Office for London (GOL), London Development Agency (LDA), Capacitybuilders, Age Concern, London Voluntary Service Council, ACEVO and NCVO. We have raised advice related issues with GOL, LDA, GLA, the London Mayors Office, London Funders, LSC, and the Law Society.

Lasa has had a considerable involvement with the Voluntary Sector Forum which allows us a real input into London Council's policies and procedures. Our Chief Executive Andy Gregg is now the Co-Chair of the Voluntary Sector Forum. He is also involved in the Third Sector Alliance which is funded by the Government to express the views of the VCS in London to national and local government. In particular we have been closely involved in consultations on the progress of London Council's new commissioning process which has caused significant problems and concerns for Lasa as well as the wider advice and voluntary sector. He also continues to sit on the London Regional Consortium of Change Up.

Future plans

At the time of writing it is difficult to anticipate the effects that the recession and public spending cuts will have in the coming year. The economic background for the sector will be both a threat and an opportunity for Lasa. During the financial year 2010-11 we anticipate that our secured funding streams and continuing ability to generate income from services will be likely to allow us to generate a small surplus by year end. The period after this will inevitably be more uncertain in the current political and economic climate. Cuts in both local government finance and Government departmental spending will also have a potential negative effect on funding available both for Lasa and our stakeholders.

We are already taking steps to maximise our unrestricted income from rightsnet, training, consultancies and other projects and services, albeit in an increasingly difficult climate. Changes to welfare benefits and developments around new technology may provide opportunities for Lasa to meet the needs of the voluntary and community sector both for training and for other infrastructure support. Government plans around the Big Society and their plans to get voluntary sector and social enterprise organisations to take over formerly state or local government-run services may provide a further opportunity for Lasa to provide appropriate support services to underpin this tendency. Lasa has a history of developing innovative ideas for new projects and programmes and we hope to be able to secure increasing funding to invest in research and development to help us keep up with developments in the market and plan new services and approaches.

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Governance issues

The affairs of Lasa are governed by the Board of Trustees who met five times during the reporting period. The Board ensures that there is an appropriate strategic plan and that this is being carried out effectively. The day to day management of the charity is delegated to staff through the Chief Executive and then to the three Executive Directors (Andy Gregg - Chief Executive, Terry Stokes - Director of Services and Kathleen Walsh - Director of Finance and Resources).

In addition to the five board meetings and the AGM, there was also an Awayday which allowed the Board and the Directorate to revisit and review the mission of Lasa and also acted as a teambuilding exercise for the Board and an introduction to three new Board members

During the year Liz Sewell continued as Chair of the Board with Hugh Lyon as Vice Chair and John Blandford as Treasurer. Board membership was expanded during the year after a governance review and trustee's skills audit. The recruitment was conducted through an open advertisement and we were very pleased to have recruited three new trustees with substantial skills and knowledge of Lasa's work. The three new trustees are: Muge Dindjer, Mohammad Marashi and Sanja Dujmovic Potnar. Jenny Keohane stood down from the Board at the end of March 2010.

New trustees are given a detailed induction pack that includes all of the relevant policies and procedures, insurance and contracts that the Board are party to as well as a copy of the Memorandum and Articles of Association and other key documents. There is an annual awayday for the Board and new trustees are given a full induction (in a number of sessions) with the Chair and Directorate of Lasa. There are opportunities to meet relevant staff and contribute their expertise at all levels of the organisation.

As part of its regular discussions about the governance of Lasa, the Board continued its procedure for declaring and recording conflicts of interest. Regular risk analyses were carried out by the Board covering both financial and other risk areas for Lasa. In addition to regular Board meetings the Finance and Resources Sub Committee (consisting of the Chair, Treasurer and three other members of the Board) met three times in the year. During the year the Directorate met weekly due to the smaller size of the organisation the Management Team meeting were discontinued, however Lasa continued its programme to support and develop its middle managers. A review of all Lasa's policies and procedures was completed with the assistance of an outside consultant.

Financial review

Lasa had net incoming resources on unrestricted funds, a surplus, of £400 for the year. Together with the accumulated surplus brought forward from previous years, Lasa now has an accumulated surplus of £116,908 (2009 £116,508) on unrestricted funds.

Restricted funds carried forward at 31 March 2010 amounted to £36,880 (2009 £59,049). These are funds that have been received for restricted projects including ICT infrastructure and Building Bridges and is sufficient to complete those activities for which the funds were provided.

Principal funding sources

Lasa generates fee income from the services provided to front line advice organisations and from government organisations. These services are enhanced by the receipt of grants. Grants for the year, amounting to 48% (2009 56%) of the total income, were received from the London Councils, The Big Lottery Fund, the City Bridge Trust, the City Parochial Foundation, the Cripplegate Foundation, the Esmée Fairbairn Foundation, the European Union, The Law Society Charity, the National Association for Voluntary and Community Action (NAVCA), and the Wates Foundation.

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Investment Policy

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available and grants received in advance on the money market.

Reserves Policy

The Board of Trustees has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby free reserves used for core Lasa projects and not committed or invested in tangible fixed assets held by the charity should be three months expenditure. This gives a target of around £135,000 in general funds. The reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in core funding. The present level of reserves available to the charity of £112,340 falls short of this target level. This figure is the unrestricted reserves £116,908 less the unrestricted fixed assets £4,568. The Trustees aim to reach this level in three years.

The strategy is to continue to build reserves through planned operating surpluses. The Board of Trustees are also considering the extent to which existing activities and expenditure could be curtailed, should such circumstances arise.

Risk assessment

The Board of Trustees has agreed a risk management strategy which comprises:

- an annual review of the risks which the charity may face
- the establishment of systems and procedures to mitigate against risks identified; and
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

Company status

London Advice Services Alliance Company Limited (Lasa) is a company limited by guarantee governed by its memorandum and articles of association. It is registered at Companies House under the number 1794098. The Charity Commissioners have registered the company as a charity under the number 800140.

Board of Trustees

The members of the Board perform the role of directors in company law and are the trustees in charity law. Those who served during the year were :

John Blandford
Nadine Clarkson Palomares
Muge Dindjer (appointed 26/1/10)
Sanja Dujmovic Potnar (appointed 26/1/10)
Annette Figueiredo
Jenny Keohane (resigned 23/3/10)

Paul Lowenberg
Hugh Lyon
Mohammad Marashi (appointed 26/1/10)
Samantha Mauger
Elizabeth Sewell

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Membership of the Board of Trustees is open to:

- a) not more than sixteen persons nominated by the members of the Company to serve on the Board by virtue of their direct experience of advice work or their particular skills, experience or other such qualification; and
- b) not more than 2 people co-opted by the Board of Trustees.

Each Board Member has one vote and the Chair has a second casting vote.

Statement of the Board of Trustees responsibilities

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements, the Board of Trustees are required to:

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

The Board of Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet the Board of Trustees have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

So far as the Board of Trustees are aware at the time the report is approved:

- there is no relevant audit information of which the company's auditors are unaware, and
- the Board of 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.

Independent auditors

The independent auditors, Gotham Erskine LLP, have expressed their willingness to continue in office and will be proposed for reappointment in accordance with section 485 of the Companies Act 2006.

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2010

Small company exemptions

The report of the Board of Trustees has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006.

This report was approved by the Board of Trustees on 22 June 2010 and signed on behalf of the Board of Trustees by:

Liz Sewell
Chair

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF LONDON ADVICE SERVICES ALLIANCE
COMPANY LIMITED**

COMPANY NUMBER 01794098

We have audited the financial statements of London Advice Services Alliance Company Limited for the year ended 31 March 2010 set out on pages 15 to 26. These financial statements have been prepared under the historical cost convention, the Statement of Recommended Practice Accounting and Reporting by Charities issued in February 2005, the Financial Reporting Standard for Smaller Enterprises (FRSSE) effective April 2008 and the accounting policies set out on pages 17 to 18.

This report is made solely to the company's members, as a body, in accordance with Section 495 and 496 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and independent auditors

As described in the Statement of Trustees Responsibilities the company's Board of Trustees is responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom generally accepted accounting practice.

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 2006. We also report to you if, in our opinion, the trustees report is not consistent with the financial statements, the 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 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 or material inconsistencies within the financial statements.

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 Board of Trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the 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 LONDON ADVICE SERVICES ALLIANCE
COMPANY LIMITED

COMPANY NUMBER 01794098

We have undertaken the audit in accordance with the requirements of APB Ethical Standards including APB Ethical Standard - Provisions for Small Entities, in the circumstances set out in note 1.2 to the financial statements.

Opinion

In our opinion:

- the financial statements give a true and fair view, of the state of the charitable company's affairs as at 31 March 2010 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- the financial statements have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (applicable to smaller entities),
- the financial statements have been properly prepared in accordance with the Companies Act 2006; and
- The information given in the trustees report is consistent with the financial statements.

John Ellis FCA
Senior statutory auditor
for and on behalf of
Gotham Erskine LLP

Chartered Accountants
and Registered Auditors
Friendly House
52-58 Tabernacle Street
London EC2A 4NJ

22 June 2010

STATEMENT OF FINANCIAL ACTIVITIES
For the year ended 31 March 2010

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2010 £	Total Funds 2009 £
Incoming Resources					
Incoming resources from generated funds					
Voluntary income		25	-	25	350
Investment income		-	-	-	9,638
Incoming resources from charitable activities	2	540,499	502,364	1,042,863	1,260,502
Total Incoming Resources		540,524	502,364	1,042,888	1,270,490
Resources Expended					
Charitable activities	4	520,813	528,420	1,049,233	1,323,074
Governance	6	15,424	-	15,424	20,165
Total Resources Expended		536,237	528,420	1,064,657	1,343,239
Net Incoming/(Outgoing)					
Resources before transfers		4,287	(26,056)	(21,769)	(72,749)
Transfers between funds	1,16	(3,887)	3,887	-	-
Net Incoming/(Outgoing) Resources		400	(22,169)	(21,769)	(72,749)
Net income for the year		400	(22,169)	(21,769)	(72,749)
Total fund balances brought forward at 1 April 2009		116,508	59,049	175,557	248,306
Total fund balances carried forward at 31 March 2010		£ 116,908	£ 36,880	£ 153,788	£ 175,557

The balance on restricted funds represents the amount of funds available for specific projects or activities which were not finished at the year end. These funds are therefore necessary to complete the project or activity in the next year and are not a surplus available to the charity for other purposes. A condition of funding these projects or activities is that if the project was not completed for any reason the remaining funds are required to be repaid to the donor or grantor.

The statement of financial activities incorporates the income and expenditure account and includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 17 to 26 form part of these financial statements.

LONDON ADVICE SERVICES ALLIANCE COMPANY LIMITED

**BALANCE SHEET
As at 31 March 2010**

	Note	£	2010 £	£	2009 £
FIXED ASSETS					
Tangible fixed assets	12		4,568		180
CURRENT ASSETS					
Debtors	13	82,084		206,011	
Cash at bank and in hand		226,688		156,254	
		<u>308,772</u>		<u>362,265</u>	
CREDITORS: amounts falling due within one year	14	(62,102)		(108,796)	
NET CURRENT ASSETS			<u>246,670</u>		<u>253,469</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			251,238		253,649
DEFERRED INCOME	15		(97,450)		(78,092)
NET ASSETS			<u>£ 153,788</u>		<u>£ 175,557</u>
FUNDS					
Unrestricted funds			116,908		116,508
Restricted funds			36,880		59,049
	16, 17		<u>£ 153,788</u>		<u>£ 175,557</u>

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies's regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved and authorised for issue by the Board of Trustees on 22 June 2010 and signed on its behalf by:

Liz Sewell
Chair

John Blandford
Treasurer

The notes on pages 17 to 26 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

1. ACCOUNTING POLICIES

A summary of the principal accounting policies, all of which have been applied consistently throughout the year and with the preceding year, is set out below.

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historic cost convention, in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities (SORP 2005) issued in March 2005, the Financial Reporting Standard for Smaller Enterprises (FRSSE) effective april 2008 and the Companies Act 2006. The financial statements include the results of the company's operations which are described in the Annual Report and all of which are continuing.

The company has taken advantage of the exemption in Financial Reporting Standard No.1 from the requirement to produce a cash flow statement on the grounds that it is a small company.

1.2 Other work carried out by the auditors

In common with many other organisations of our size and nature we use our auditors to assist with the preparation of the financial statements.

1.3 Incoming resources

Voluntary income is donations. They are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contracts for the provision of services and grant funding which is subject to specific performance conditions. Income from the provision of services is recognised as earned as the related services are provided and is stated after discounts and net of Vat. Grant income included in this category is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. It is only deferred when:

- The donor or grantor specifies that the donation or grant is to be used in future accounting periods, or
- The donor or grantor has imposed conditions which must be met before the charity has unconditional entitlement to its receipt.

Deferred income includes training fees and subscription income received in advance of the training taking place or the subscription being used.

Grants received for services and activities which are not completed at the year end are included in income at the full amount and the unused portion is carried forward in net incoming resources at the end of the year.

1.4 Resources expended

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied.

- Charitable activities include expenditure associated with specialised advice, advocacy, training and ICT support services and include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and audit/examination of the statutory accounts, the costs of trustees meetings and the cost of any legal advice to trustees on governance or constitutional matters.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

1. ACCOUNTING POLICIES\continued

1.4 Resources expended\continued

Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.

1.5 Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets with a value of £1,500 or more are capitalised 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:

Office equipment	-	33%	Straight line
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1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred on a straight line basis.

1.8 Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted income funds. The trustees intended to use part of the unrestricted funds to cover redundancy, maternity and long-term staff sickness and to cover business development and had set up designated funds to reflect this. The funds held in each of these categories are disclosed in note 16.

1.9 Pensions

The company has a defined contribution pension scheme. The company contributes 3% of gross salary to the scheme or to the employee's personal pension scheme. The charge to the Statement of Financial Activities represents the amounts payable to the funds during the year.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

2. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants	Other income	Total Funds 2010	<i>Total Funds 2009</i>
	£	£	£	£
ICT services	280,473	174,983	455,456	<i>442,313</i>
Policy and development	88,604	-	88,604	<i>245,892</i>
Welfare rights support services	133,287	365,516	498,803	<i>572,297</i>
	<u>£ 502,364</u>	<u>£ 540,499</u>	<u>£ 1,042,863</u>	<u><i>£ 1,260,502</i></u>

Incoming resources above and total resources expended in note 4 include both restricted and unrestricted income and expenditure. Incoming and outgoing resources for restricted funds in note 16 only includes restricted income and expenditure.

Other income includes income from commissions, training courses, publications, and the sale of software licences.

LONDON ADVICE SERVICES ALLIANCE COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

3. GRANTS

	Unrestricted Funds	Restricted Funds	Total Funds 2010	Total Funds 2009
	£	£	£	£
Receivable in year				
London Councils				
ICT development	-	50,000	50,000	8,333
Legal and advice	-	45,000	45,000	7,500
Policy	-	71,353	71,353	53,515
Transitional funding	-	-	-	207,377
Welfare advice	-	74,001	74,001	30,834
Big Lottery Fund				
Circuit rider accreditation (BAS/2/010266515)				
Year 1	-	860	860	118,978
Year 2	-	106,964	106,964	-
European Social Fund				
EASI	-	-	-	2,226
SIED	-	-	-	31,533
European Union	-	2,608	2,608	-
The City Bridge Trust	-	41,100	41,100	68,750
City Parochial Foundation	-	12,150	12,150	17,850
Cripplegate Foundation	-	8,528	8,528	8,528
Esmée Fairbairn Foundation	-	17,000	17,000	33,000
Law Society Charity	-	6,000	6,000	-
The London Legal Support Trust	-	-	-	11,250
National Association for Voluntary and Community Action	-	36,000	36,000	55,500
National Council for Voluntary Organisations	-	-	-	56,250
The Wates Foundation	-	13,000	13,000	15,000
Other	-	-	-	150
	<u>£ -</u>	<u>£ 484,564</u>	<u>£ 484,564</u>	<u>£ 726,574</u>
Deferred grants				
Brought forward from previous year	-	17,800	17,800	-
Carried forward to next year	-	-	-	(17,800)
Total for the year	<u>£ -</u>	<u>£ 502,364</u>	<u>£ 502,364</u>	<u>£ 708,774</u>

LONDON ADVICE SERVICES ALLIANCE COMPANY LIMITED

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

4. RESOURCES EXPENDED ON CHARITABLE ACTIVITIES

	Fees and staff costs	Other direct costs	Support costs	Total Funds 2010	Total Funds 2009
	£	£	£	£	£
ICT services	286,963	10,549	165,094	462,606	519,529
Policy and development	67,829	1,286	22,603	91,718	244,090
Welfare rights support services	289,082	27,347	178,480	494,909	559,455
	<u>£ 643,874</u>	<u>£ 39,182</u>	<u>£ 366,177</u>	<u>£ 1,049,233</u>	<u>£ 1,323,074</u>

5. SUPPORT COSTS

	Staffing costs	IT, administration and premises	Total Funds 2010	Total Funds 2009
	£	£	£	£
ICT services	128,032	37,062	165,094	160,881
Policy and development	17,530	5,073	22,603	76,615
Welfare rights support services	138,413	40,067	178,480	181,157
	<u>£ 283,975</u>	<u>£ 82,202</u>	<u>£ 366,177</u>	<u>£ 418,653</u>

Support costs are allocated to the projects or activity on the basis of staff and consultants involved in the projects or activity or on the basis of the amount allowed in the budget..

6. GOVERNANCE OF THE CHARITY

	Unrestricted Funds	Restricted Funds	Total Funds 2010	Total Funds 2009
	£	£	£	£
Salaries and other staffing costs	8,650	-	8,650	8,395
Auditors' remuneration	3,000	-	3,000	4,750
Accountancy	3,496	-	3,496	6,750
Subsistence	212	-	212	206
Postage	66	-	66	64
	<u>£ 15,424</u>	<u>£ -</u>	<u>£ 15,424</u>	<u>£ 20,165</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

7. S37 LOCAL GOVERNMENT AND HOUSING ACT 1989

The company received financial assistance from London Councils. As required by S37 Local Government and Housing Act 1989, the following information is given.

£71,353 was received as a contribution towards the costs of legal and advice second tier policy and voice work. £17,838 was from the first year grant and £53,515 was from the second year grant. These grants have been fully expended.

£74,001 was received as a contribution towards the costs of legal advice across the various areas of social welfare law. £43,167 was from the first year grant and £30,834 was from the second year grant. The grants have been fully expended.

£45,000 was received as a contribution towards the costs of sector specific second tier services to legal and advice services. £37,500 was from the first year grant and £7,500 was from the second year grant. The grants have been fully expended.

£50,000 was received as a contribution towards improving the use of information and communication technology by frontline voluntary organisations through second tier support. £41,667 was from the first year grant and £8,333 was from the second year grant. The grants have been fully expended.

8. OTHER GRANTS AND DONATIONS

Other major grants in the year were:

The Big Lottery fund contributed £106,964 from the second year grant and £860 capital grant from the first year grant towards the London Region ICT Infrastructure project. The grants were fully expended.

The City Bridge Trust contributed £54,850 towards the Building Bridges project.

The City Parochial Foundation contributed £16,200 towards the salary and running costs of a policy officer who will strengthen the voice of advice services in London.

The Cripplegate Foundation contributed £8,528 towards the costs of the Building Bridges project.

The Esmée Fairbairn Foundation contributed £17,000 towards the cost of a marketing and business development manager and marketing initiative.

The Law Society Charity contributed £6,000 towards the costs of the advice support project.

The National Association for Voluntary and Community Action (NAVCA) contributed £36,000 to the ICT champion project.

The Wates Foundation contributed £13,000 towards the Building Bridges project.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

9. NET INCOMING/(OUTGOING) RESOURCES

Net incoming/(outgoing) resources is stated after charging:

	2010	2009
	£	£
Depreciation of tangible fixed assets		
- owned by the company	1,281	2,167
Deficit on disposal of fixed assets	-	-
Auditors' remuneration		
- for audit services	3,000	4,750
- for other services	3,496	17,851
Operating lease rentals		
- land and buildings	48,300	89,286
	48,300	89,286

No member of the Board of Trustees received any emoluments. Out of pocket expenses reimbursed were less than £100 (2009 - £100). No employee received emoluments of £60,000 per annum or more.

10. STAFF COSTS

Staff costs were as follows:

	2010	2009
	£	£
Wages and salaries	689,087	835,732
Social security costs	70,428	86,308
Pension costs	16,263	23,602
	£ 775,778	£ 945,642

The average monthly number of full-time equivalent employees during the year was as follows:

	2010	2009
Service delivery	18	21
Administration	3	3
	21	24

11. TAXATION

As a charity, the London Advice Services Alliance Company Limited is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

12. TANGIBLE ASSETS

	Office Equipment	Total
	£	£
Cost		
At 1 April 2009	67,609	67,609
Additions	5,669	5,669
Disposals	(6,500)	(6,500)
	66,778	66,778
At 31 March 2010		
Depreciation		
At 1 April 2009	67,429	67,429
Charge for year	1,281	1,281
On disposals	(6,500)	(6,500)
	62,210	62,210
At 31 March 2010		
Net Book Value		
At 31 March 2010	£ 4,568	£ 4,568
<i>At 31 March 2009</i>	£ 180	£ 180

13. DEBTORS

	2010	2009
	£	£
Due within one year		
Trade debtors	59,671	115,319
Other debtors	4,516	4,368
Prepayments	15,289	12,355
Grants in arrears	2,608	73,969
	£ 82,084	£ 206,011

14. CREDITORS:

Amounts falling due within one year

	2010	2009
	£	£
Trade creditors	23,458	25,402
Social security and other taxes	12,512	4,454
Other creditors	13,150	64,940
Accruals	12,982	14,000
	£ 62,102	£ 108,796

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

15. DEFERRED INCOME

	2010	<i>2009</i>
	£	£
At 1 April 2009	78,092	78,762
Less amount released to incoming resources	78,092	78,762
Plus amount deferred in the year	(97,450)	(78,092)
	<u>97,450</u>	<u>78,092</u>
At 31 March 2010	<u>£ 97,450</u>	<u>£ 78,092</u>

Deferred income represents grants, subscription and training income received for future periods.

16. STATEMENT OF FUNDS

	At 1 April 2009	Income	Expenditure	Transfers	At 31 March 2010
	£	£	£	£	£
General funds	116,508	540,524	(536,237)	(3,887)	116,908
	<u>116,508</u>	<u>540,524</u>	<u>(536,237)</u>	<u>(3,887)</u>	<u>116,908</u>
Total unrestricted funds	116,508	540,524	(536,237)	(3,887)	116,908
	<u>116,508</u>	<u>540,524</u>	<u>(536,237)</u>	<u>(3,887)</u>	<u>116,908</u>
Restricted funds					
ICT services	45,458	280,474	(296,103)	51	29,880
Policy	1,528	88,604	(93,181)	3,836	787
Welfare rights support services	12,063	133,286	(139,136)	-	6,213
	<u>59,049</u>	<u>502,364</u>	<u>(528,420)</u>	<u>3,887</u>	<u>36,880</u>
Total restricted funds	59,049	502,364	(528,420)	3,887	36,880
	<u>59,049</u>	<u>502,364</u>	<u>(528,420)</u>	<u>3,887</u>	<u>36,880</u>
Total funds	175,557	1,042,888	(1,064,657)	-	153,788
	<u><u>175,557</u></u>	<u><u>1,042,888</u></u>	<u><u>(1,064,657)</u></u>	<u><u>-</u></u>	<u><u>153,788</u></u>

Incoming resources for restricted funds in note 16 only includes restricted income. Incoming resources in note 2 and total resources expended in note 4 include both restricted and unrestricted income and expenditure.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2010

16. STATEMENT OF FUNDS\continued

Restricted funds

ICT support Services

Undertakes specific projects and activities which receive restrictive funding. These include activities within the Circuit Rider accreditation project, the Building Bridges project, the ICT champion, the ICT knowledgebase and Computanews.

Policy

Funds are received for some of the activities within policy development. These include playing a central role in the development of legal advice services across London.

Welfare Rights Support Services

Funds are received for some of the activities within the welfare rights service, the London Advice line, Rightsnet, Rightsnet training, the Review and the Advice Support Project.

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Restricted Funds	Total Funds 2010
	£	£	£
Fund balances at 31 March 2010 are represented by			
Tangible fixed assets	4,568	-	4,568
Current assets	221,318	87,454	308,772
Current liabilities	(49,028)	(13,074)	(62,102)
Deferred income	(59,950)	(37,500)	(97,450)
	£ 116,908	£ 36,880	£ 153,788

18. OTHER COMMITMENTS

At 31 March 2010 the company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2010	<i>2009</i>	2010	<i>2009</i>
	£	£	£	£
Expiry date:				
Within 1 year	-	-	440	440
Between 2 and 5 years	48,300	48,300	-	-
	48,300	48,300	440	440

19. CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

At the end of the year there were no other capital commitments, contingent liabilities or other financial commitments for which full provision has not been made in these financial statements (*2009 £Nil*).