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**LASA CHARITY UK LIMITED**

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**ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED  
31 MARCH 2011**

**Company Number 1794098  
Charity Number 800140**

**Company Information**

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

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**ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011**

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The Board of Trustees present the Annual Report and the financial statements of the Lasa Charity U.K. Limited, for the year ended 31 March 2011.

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

**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.

Lasa is an independent organisation which provides services to Third Sector organisations. Lasa's main customers include advice networks, national and regional organisations with an advice and information function, local community based organisations, and public sector organisations such as housing associations and local authorities. Lasa's work provides public benefit by improving the quality of advice and practical assistance provided by these organisations, in most cases free at the point of delivery to members of the public. In addition, ICT support services are provided to a wide variety of organisations throughout the third sector, likewise enabling these organisations to provide improved or more cost effective services to the public.

Based in London, some of Lasa's services are delivered in the London region but increasingly publications, websites, software, training and consultancy services are accessed by organisations across the UK and throughout the world.

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**Overview of the work of Lasa in 2010-11**

The most significant change in the political and economic landscape in 2010-11 was the May 2010 election and the subsequent formation of the coalition government of Conservatives and Liberal Democrats. This led to a series of policy decisions aimed at reducing the public deficit that had a major impact on all aspects of Lasa's work. The Comprehensive Spending Review, reporting in October 2010, resulted in the abolition of Government funding streams which Lasa had formerly accessed to support our work. In addition it also resulted in an overall reduction in the funding available at a local level to support third sector organisations which purchase Lasa's services.

Following the local elections in May 2010 a significant review by London Councils of its grants scheme was begun. As a major recipient of funding from London Councils and as an advocate on behalf of London advice services Lasa has been heavily involved in the consultation process. This review continued throughout the financial year and is ongoing into the new financial year 2011-12.

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, Advice Services Alliance, NAVCA and NCVO. In addition we are represented on the executive committee of the National Association of Welfare Rights Advisers, and are active participants in the Department of Work & Pensions' Policy and Strategy Forum.

We continue to host the London ICT Champion. We chair the London Advice Forum and attended the London Regional Consortium of Change Up prior to its abolition as well as actively contributing to the work of the ICT sub group.

Lasa continued to campaign actively in Parliament and elsewhere around Access to Justice and the potential effects of changes to the Legal Service Commission and Legal Aid. We continue to monitor this closely through our policy function and regular meetings of the London Advice Forum.

In a difficult climate with huge pressures on funding we have still been able to maintain most existing funding streams and generate new ones as described in the sections below. Of these the most significant was the very welcome news from Google that we are the UK's first recipient of their grant funding. This was in recognition of our continued pivotal role in providing advice, information and support to help organisations make effective and efficient use of Information and Communication Technology to deliver their services. This grant is administered by the Tides Foundation.

In August 2010, Andy Gregg left to head up Charities Evaluation Services after seven successful years as Lasa's Chief Executive. After an open recruitment process the former Director of Services, Terry Stokes, was appointed as the new Chief Executive. From his appointment in September 2010 senior management was restructured with Kathleen Walsh continuing in her role as Director of Finance & Resources and with the deletion of the Director of Services post. This enabled the creation of two new Heads of Services posts. After a round of internal recruitment, Aba Maison was appointed as Head of Technology Services and Shawn Mach as Head of Social Welfare Law Services.

Another significant piece of work for Lasa in 2010-11 was the conclusion of the rebranding process. During this process we consulted widely with external stakeholders and the Board of Trustees and staff. As part of this work we agreed on a formal change of name to Lasa Charity UK Limited to maintain strong brand recognition whilst clarifying that we are not just a London focused organisation. The new brand was launched in November 2010.

During the year 2010-11 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.

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### Social Welfare Law Support Services

Lasa's social welfare law support services provide advice, information and training to advice organisations across the UK. Each year we deliver support - through our online services, telephone advice lines, training events and publications - to tens of thousands of advisers working with some of the most disadvantaged and marginalised communities.

#### Rightsnet

Rightsnet ([www.rightsnet.org.uk](http://www.rightsnet.org.uk)), our social welfare law website for advisers, includes online discussion forums; daily news updates, case law summaries; leaflets, factsheets, benefit calculators, benefit rates and details of the latest advice-related job vacancies and training courses.

Demand for the services delivered through rightsnet continued at a high level, with advice organisations across the UK signing-up to our news and case law subscription service, and tens of thousands of advice workers accessing information and peer-to-peer support through the site over the year.

With the expansion of the service into new areas of law – in addition to welfare rights we now also provide information on debt, housing, employment and community care – we published more than 1,400 updates to the site, with summaries of and links within 24 hours of their issue, to new legislation, case law and court decisions, official guidance, and policy documents. In addition over 8,000 advice worker contributions to the discussion forums were viewed by others more than 950,000 times.

During the year we also launched a new pilot service in response to the government's welfare reform proposals. Utilising a 'wiki' model, the new service is designed to facilitate collaborative working and the sharing of experience and expertise between advice workers as the new system of benefits takes shape.

#### Review

Six editions of Lasa's bi-monthly welfare rights 'Review' magazine were published containing information designed to help advisers keep up to date with changes in welfare benefits and tax credits, along with a copy of our annual benefit rates poster.

Available by subscription, more than 3,000 copies of review were read by advice organisations across the UK in the last year. Subjects covered included the Welfare Reform Bill 2011; the new work capability assessment; changes to legal aid, local housing allowance and housing benefit reform; and the proposed abolition of disability living allowance and the discretionary social fund.

#### Advice support

Through our 'Advice Support Project', which aims to develop the welfare benefits advice skills, knowledge and confidence of advisers working with socially-excluded communities, we delivered a telephone advice line for London-based advice workers, an 'assisted casework' service, and a series of 'advice support forums'.

More than 150 organisations contacted our advice line during the year for assistance in supporting their clients with welfare rights problems. Available over three two-hour sessions each week, the advice line dealt with more than 400 queries over the year.

In addition, through our 'assisted casework' service we provided intensive support and learning to advisers, and over the year worked with advisers in 24 organisations, dealing with 58 cases.

Four advice support forums were also held, providing an opportunity for organisations working with a wide variety of socially excluded clients across London to come together to share and develop their welfare benefits advice, representation skills and knowledge. Attracting more than 100 advisers from 37 frontline advice organisations, topics covered by the forums this year included Employment and Support Allowance; tribunal representation skills; benefits and support for asylum seekers and other people subject to immigration control;

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Universal Credit and the Welfare Reform Bill

Specialist Support

Under our contract with the Legal Services Commission we continued to provide expert welfare rights support and advice to eligible organisations in Wales. The service, which can be accessed by email or telephone, is available Monday to Friday, 52 weeks a year.

Between April 2010 and March 2011 we worked with advisers in 41 organisations, assisting them on 183 different matters.

Welfare Benefits Training

Our training team provided a comprehensive programme of affordable and accessible courses on welfare rights and other advice-related subject areas for a variety of organisations including local and national charities, local authorities, housing associations and legal firms.

In the last year the team delivered more than 150 courses ranging from our 'Welfare Benefits Overview' course aimed at advisers new to welfare benefits, courses on individual subjects (e.g. 'Housing Benefit' and 'Disability Living Allowance'), through to specialised courses such as 'Benefits for people subject to immigration control' and 'Representation at first-tier tribunals'.

Relationships with our in-house clients also continued to blossom, and during the year we designed bespoke training programmes for 28 organisations.

In addition we continued to develop courses in response to advisers' needs. We launched a range of new courses during the year which addressed the migration of claimants from incapacity benefits, and the increased conditionality required of jobseekers.

In response to the government's welfare reforms and the proposed introduction of a new 'Universal Credit', we also launched a series of half day workshops for advisers enabling them to keep up to date and responsive to their client's advice needs as the changes are rolled out.

Evaluation of our services

We carried out extensive evaluations of our social welfare law services over the year, and feedback received included –

'It's impossible to overstate the difference rightsnet has made on my work and how it has impacted on my clients. Suffice to say that without having access I probably wouldn't be in paid or unpaid advice work. rightsnet is the University of Welfare Rights.'

'As a benefits adviser often working on complex issues that need specific and accurate references to case law in order to challenge an award, I know I can confidently rely on Lasa's professional support.'

'Lasa is an excellent service. I know I can rely on the most updated and professional advice when dealing with complex cases or understanding the welfare benefits handbooks.'

'Lasa are always very helpful and advisers are easy to talk to and give a lot more than is asked of them.'

'rightsnet is by far the best place to get up to date information. It is also the best for information sharing. Good welfare rights advice often has knock on effects in other areas (e.g. in managing debt, or providing the support needed for someone to improve their lot by studying or training). Engaging in 'debates' on the forums has improved my confidence and my ability to research material. I take on cases of increasing difficulty and the outcomes are often very positive.'

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## ICT Support Services

### Advice, consultancy, information and support

The Information Systems Team (IST) provides advice, information and support to help organisations make effective use of Information and Communication Technology (ICT). We build the capacity of organisations to manage their ICT enabling them to deliver quality services more efficiently and effectively. All our services aim to respond to the changing technology landscape, identifying opportunities and potential issues for concern.

Services include:

- An ICT knowledgebase [www.ictknowledgebase.org.uk](http://www.ictknowledgebase.org.uk)
- An on-line searchable directory of suppliers of ICT services to the third sector: [www.suppliersdirectory.org.uk](http://www.suppliersdirectory.org.uk)
- Quarterly magazine 'Computanews'
- Computanews guides' for in-depth coverage of key topics
- Monthly ICT Bulletin
- The promotion and development of the Circuit Rider model of third sector ICT support.
- Consultancy and advice including ICT Healthchecks
- Telephone helpline

### ICT Knowledgebase - [www.ictknowledgebase.org.uk](http://www.ictknowledgebase.org.uk)

A unique and valued resource, the knowledgebase enables small and medium-sized third sector organisations to access relevant information on their ICT queries.

"It's a great source for good practice and introductory information about technology pitched at a user friendly level for our clients. The fact that most of the content is published under a Creative Commons license so we can easily republish elsewhere is also really helpful to us as it means we can get good information out via our own channels as well..."

Jae Campbell, Community Resource Manager, The Ground Floor Project & DOT-COMmunications

We continue to develop and maintain content sharing partnerships with organisations in the UK (e.g. Business Links, KnowHowNonProfit) and in the US, Australia and elsewhere. We have received coverage in a variety of publications including Third Sector and The Guardian raising Lasas profile and bringing our resources to the attention of a wider audience. Over 400 articles are now published on the Knowledgebase website including 39 new articles and 87 updated articles this year. Visits to the ICT Knowledgebase in 2010 were in excess of 24,500 per month.

The 10th anniversary of the ICT knowledgebase was marked by a series of events, articles and press coverage including a free "tweet chat" where staff and volunteers from the circuit rider community provided answers to questions on ICT issues via twitter. The event developed our own use of twitter and enabled us to pilot a new way of delivering services.

### Suppliers Directory

Our Suppliers Directory, listing suppliers with a positive track record of providing ICT goods and services to the third sector and the care sector, now lists over 160 suppliers providing more than 350 services across the whole of England. Visits to the Suppliers Directory were over 9,000 per month.



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Computanews & E-Bulletin

Our online magazine, Computanews, is Lasa's non-technical guide to ICT focussing on the needs of third sector organisations. Four issues were published in 2010 and circulated to approximately 2,500 individuals.

This year's survey of Computanews readers showed the publication continues to be positively received and relevant, with all respondents indicating that it helps them to keep up-to-date with non-profit technology developments and assists them in their work.

Our monthly free ICT E- Bulletin was delivered to over 2000 people. The Bulletin provides topical news, details of events, training and learning, information on funding and awards, resources, practical tips, tools and applications.

During the year we worked towards delivering all of our publications online via the ICT knowledgebase. As well as making publication production more efficient it enables us to deliver more interactive content over the web, for example, audio, video, and online discussion.

Circuit Rider Movement

Over the year Lasa has continued to promote the development of the Circuit Rider Movement in the UK. Circuit Riders are mobile workers who provide ICT management support and strategic development to small or medium-sized organisations.

Our Circuit Rider e-mail discussion list remains vibrant with regular postings by its 400 members. Meetings of the London Circuit Rider Network continue and events this year included a hands-on session examining "cloud" software applications and their relevance to the sector.

We have been able to draw on the expertise of list members to develop information content. Members have also volunteered their services at events including London Riders Network, surgeries and "tweet chats". The list is regarded as a valuable resource for the sector:

"The help I've received from the list over the years, and the knowledge I've learnt through the discussions has made the ukriders list a valuable asset. I can truthfully say it's been the most useful mailing list I've ever been a part of (and nearly always the most well mannered!!)."

Mike Aldrich, ICT Officer, CRCC : Cornwall Rural Community Council

Our BASIS Big Lottery funded project to develop a training framework for new and existing circuit riders in London continued with a focus on the further development of our online Learning Environment. The online learning platform provides a good model for others to take up and adapt to their requirements and is available at no cost.

Our 6th Circuit Rider annual conference "Lasa European Not-For-Profit Technology Conference" took place in November 2010 attracting third sector CEOs and other leaders concerned with the use of technology in their organisations. The conference was again a huge success with representation from IBM, Microsoft, Salesforce, appiChar (who generously supplied the venue) and CTT. The theme of the conference was "Will the Cloud Save the Sector? Opportunities for Efficiencies and Innovation". Prior to the conference we ran surgeries where organisations had the opportunity to get help with their technology issues from a team of experts drawn from Lasa staff and from circuit rider community volunteers.

The 'Building Bridges to ICT Excellence' project continues to work with the City Bridge Trust, Wates Foundation and Cripplegate Foundation providing support to London and community groups on the ICT elements of their funding bids. During the year project staff reviewed 350 grant applications for possible intervention, made contact with 150 agencies and provided in-depth support to 30 organisations working across a variety of sectors including youth, domestic violence, poverty relief, infrastructure, arts, disability, advice, advocacy and information. Issues dealt with included ICT management, planning and support,

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websites, making appropriate use of social media, migrating to cloud based solutions, ICT infrastructure, and ICT funding. The Wates Foundation has supported us with a further three years' funding.

Our London Regional ICT Champion work continued to emphasise the importance of ICT for the third sector and sought to influence policy makers and funders regarding support for the sector through technology.

Consultancies and advice

IST provides a one-to-one ICT advice service to third sector organisations through our consultancy work and helpline. Over 100 telephone advice calls were delivered and we carried out significant pieces of consultancy work with organisations in the domestic violence and arts sectors.

We continued our work with the Social Care Institute for Excellence (SCIE) and the Charity Technology Trust to deliver the "Get Connected Project". This key initiative distributes 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 funding. We have also played a significant role in shaping the project, acting in an advisory role to SCIE and participating in the project steering group.

The team provides information, advice and resources to care providers utilising our Suppliers Directory as the main gateway for care providers to source suppliers, and the ICT Knowledgebase to help them consider appropriate ICT solutions.

In December 2010 we were privileged to be one of ten organisations internationally (and the only one in the UK) to receive a grant award from Google via their charitable arm, the Tides Foundation. The grant of \$750,000 over two years will help us to build digital literacy and capacity for NGOs in the UK and in Europe. The project will provide services that address the ICT policy environment; strategic ICT planning; digital literacy and skills; service delivery and collaboration; measurement of outcomes, data sharing and liberation.

AIMS contact management database

Our Advice & Information Management System (AIMS) is now in its tenth year and continues to meet the needs of a wide range of organisations including the third sector, London boroughs and metropolitan authorities.

The "AIMS Free" entry level version of the database had been downloaded by 250 groups in the last year, and by over 800 organisations since it was first made available two years ago. Lasa is committed to offering small third sector organisations the ability to monitor and report on their work and demonstrate their impact.

The AIMS Team has delivered 17 training courses to 96 delegates over the last year, as well as providing individual agencies with seven in-house consultancy visits. The teams' telephone support line dealt with 470 substantive enquiries, providing assistance on report design, classification issues and technical matters. The team dealt with over 1000 email information requests.

This year also saw the start of work on the development of a new version of AIMS. The software is being re-built and re-designed to become web based and to develop a number of new constituent relationship management features in response to user feedback. Early testing of design ideas and functionality with existing AIMS users has been positive and we hope to have the new product ready for testing by autumn 2011.

The free version and demonstration version of the database are available for download from [www.lasa.org.uk/aims](http://www.lasa.org.uk/aims).

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The Multikulti project

The Multikulti website – [www.multikulti.org.uk](http://www.multikulti.org.uk) - provides a legacy of information on various areas of social welfare law translated into 12 community languages. All content is reviewed to ensure its relevance as only limited new content has been added to the site since the substantive funding for the project came to an end in 2008. The website has, however, 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 the securing of EU funding for the BridgeIT project. We continue to work with 25 organisations from 11 EU countries examining exemplars of good practice in the use of ICT in order to ensure the integration and active citizenship of people arriving from outside the EU.

We also continued our work as part of the KC4All project. This project is developing a toolkit of resources which will enable adult learners to assess and improve their key competencies with regard to ICT and, as a result, enhance their employability.

**Policy Development**

Six meetings of the London Advice Forum (LAF) were facilitated during the year together with the development of a 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, Trust for London, London Funders, and by way of involvement with the Voluntary Sector Forum. We continue to be involved with 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.

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 Councils' legal advice sectoral forum on numerous occasions. Lasa's Head of Policy and Communications responded to over 150 telephone and over 60 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 Trust for London. The Head of Policy & Communications published 150 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 concerning 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 for 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 particular we have actively engaged with the London Councils' review process and consultations. We have been closely involved in consultations on the future of London Councils' grants scheme which has caused significant problems and concerns for Lasa as well as the wider advice and third sector. We have advocated for advice provision and coordinated responses to the consultations through London Advice Executive, London Advice Forum and the Voluntary Sector Forum.

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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 UK, London Voluntary Service Council, ACEVO and NCVO. We have raised advice related issues with GOL, LDA, GLA, the London Mayor's Office, London Funders, LSC, and the Law Society.

### Future plans

The ongoing effects of the recession and public spending cuts will continue to impact on Lasa in the coming year. The economic background for the sector will provide both threats and opportunities, though cuts in local government finance and Government departmental spending will have a negative effect on funding available for both Lasa and our stakeholders. During the financial year 2011-12, however, we anticipate that our secured funding streams and continuing ability to generate income from services will allow us to break even or generate a small surplus by year end. The period after this will inevitably be more uncertain.

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 third sector both for training and for other infrastructure support. Lasa has a history of developing innovative ideas for new projects and programmes. Given the current overhaul of the benefits system, including the introduction of the new 'Universal Credit', there will be no diminution in the need for advice provision. In response to this we have developed a project proposal to deliver online support and training for advisers. We are currently looking to secure funding to deliver this new service.

We will continue to engage with government plans around the Big Society and the delivery of former state or local government-run services by the third sector. This may provide an opportunity for Lasa to provide appropriate support services to underpin this tendency. We also aim to secure funding in order to invest in research to help us lead developments in the sector and plan appropriate new services.

### Governance issues

Lasa is governed by a Board of Trustees who met five times during the reporting period. The Board ensures that there is an appropriate strategic plan for the organisation and that this is carried out effectively. The day to day management of the charity is delegated to staff through the Chief Executive - Andy Gregg until August 2010 and Terry Stokes from September 2010.

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 after a governance review and a trustee's skills audit.

New trustees are provided with a detailed induction pack that includes relevant policies and procedures, insurance and contracts that the Board are party to together with 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 expertise at all levels of the organisation.

The Board continued its procedure for declaring and recording conflicts of interest. Regular risk analyses were carried out 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 twice in the year. During the year the Directorate met weekly and from November these meetings were expanded to include the newly appointed Heads of Services.

A review of all Lasa's terms and conditions was successfully concluded during the year and new contracts were signed by all staff in October 2010. Policies and procedures continue to be reviewed and updated as appropriate.

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**Financial review**

Lasa had net incoming resources on unrestricted funds, a surplus, of £9,245 for the year. Together with the accumulated surplus brought forward from previous years, Lasa now has an accumulated surplus of £126,153 (2010 £116,908) on unrestricted funds.

Restricted funds carried forward at 31 March 2011 amounted to £487,240 (2010 £36,880). 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 45% (2010 48%) of the total income, were received from London Councils, The Big Lottery Fund, the City Bridge Trust, Trust for London, Cripplegate Foundation, the Esmée Fairbairn Foundation, the European Union, H.M. Revenue & Customs, National Association for Voluntary and Community Action (NAVCA), Tides Foundation and the Wates Foundation.

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 together with grants received in advance in a special interest bearing account with our normal bankers. We have recently been able to invest a portion of our grants received in advance in an accessible but higher interest bearing account with a different provider.

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 £104,094 falls short of this target level. This figure is the unrestricted reserves £126,153 less the unrestricted fixed assets £22,059. 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 the charity may face
- the establishment of systems and procedures to mitigate against risks identified; and

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-the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

During the year we also finalised the risk register which will be regularly reviewed and updated.

**Company status**

Lasa Charity UK Ltd 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	Paul Lowenberg
Nadine Clarkson Palomares	Hugh Lyon
Muge Dindjer	Mohammad Marashi
Sanja Dujmovic Potnar (resigned 21/6/11)	Samantha Mauger
Annette Figueiredo	Elizabeth Sewell

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

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2011

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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.

**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 21 June 2011 and signed on behalf of the Board of Trustees by:



Liz Sewell  
Chair

**INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF LASA CHARITY UK LIMITED**  
**COMPANY NUMBER 01794098**

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We have audited the financial statements of Lasa Charity UK Limited for the year ended 31 March 2011 set out on pages 15 to 25 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that been applied in their preparation is applicable law and the requirements of the Financial Reporting Standard for Smaller Entities (effective April 2008) and United Kingdom Generally accepted Accounting Practice applicable to Smaller Entities.

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 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 auditors**

As described more fully in the Responsibilities Statement of the Trustees, the Trustees, who are also the directors of Lasa Charity UK Limited for the purposes of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the Trustees Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**Opinion on financial statements**

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 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (applicable to smaller entities); and
- have been properly prepared in accordance with the Companies Act 2006

**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Trustees Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.



INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF LASA CHARITY UK LIMITED  
COMPANY NUMBER 01794098

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**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all of the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Trustees.



John Ellis FCA  
Senior statutory auditor  
**Gotham Erskine LLP**

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

21 June 2011

STATEMENT OF FINANCIAL ACTIVITIES  
For the year ended 31 March 2011

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2011 £	Total Funds 2010 £
<b>Incoming Resources</b>					
Incoming resources from generated funds					
Voluntary income		10	-	10	25
Investment income		755	-	755	-
Incoming resources from charitable activities	2	652,339	1,002,357	1,654,696	1,042,863
<b>Total Incoming Resources</b>		<b>653,104</b>	<b>1,002,357</b>	<b>1,655,461</b>	<b>1,042,888</b>
<b>Resources Expended</b>					
Charitable activities	4	587,970	591,306	1,179,276	1,049,233
Governance	6	16,580	-	16,580	15,424
<b>Total Resources Expended</b>		<b>604,550</b>	<b>591,306</b>	<b>1,195,856</b>	<b>1,064,657</b>
<b>Net Incoming/(Outgoing)</b>					
Resources before transfers		48,554	411,051	459,605	(21,769)
Transfers between funds	1,16	(39,309)	39,309	-	-
<b>Net Incoming/(Outgoing) Resources</b>		<b>9,245</b>	<b>450,360</b>	<b>459,605</b>	<b>(21,769)</b>
<b>Net income for the year</b>		<b>9,245</b>	<b>450,360</b>	<b>459,605</b>	<b>(21,769)</b>
Total fund balances brought forward at 1 April 2010		116,908	36,880	153,788	175,557
<b>Total fund balances carried forward at 31 March 2011</b>		<b>£ 126,153</b>	<b>£ 487,240</b>	<b>£ 613,393</b>	<b>£ 153,788</b>

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 25 form part of these financial statements.

**LASA CHARITY UK LIMITED**

**BALANCE SHEET**  
As at 31 March 2011

	Note	£	2011 £	£	2010 £
<b>FIXED ASSETS</b>					
Tangible fixed assets	12		22,059		4,568
<b>CURRENT ASSETS</b>					
Debtors	13	68,636		82,084	
Cash at bank and in hand		692,387		226,688	
		<u>761,023</u>		<u>308,772</u>	
<b>CREDITORS: amounts falling due within one year</b>	14	<b>(26,815)</b>		<b>(62,102)</b>	
<b>NET CURRENT ASSETS</b>			<b>734,208</b>		<b>246,670</b>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<b>756,267</b>		<b>251,238</b>
<b>DEFERRED INCOME</b>	15		<b>(142,874)</b>		<b>(97,450)</b>
<b>NET ASSETS</b>			<b>£ 613,393</b>		<b>£ 153,788</b>
<b>FUNDS</b>					
Unrestricted funds			126,153		116,908
Restricted funds			487,240		36,880
	16, 17		<u>£ 613,393</u>		<u>£ 153,788</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 21 June 2011 and signed on its behalf by:



Liz Sewell  
Chair



John Blandford  
Treasurer

The notes on pages 17 to 25 form part of these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS**  
For the year ended 31 March 2011

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**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 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.

**1.3 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 2011**

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**1. ACCOUNTING POLICIES\continued**

**1.3 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.

**1.4 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.

**1.5 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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**1.6 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.

**1.7 Foreign currencies**

Transactions in foreign currencies are translated into sterling at the rate ruling on the date of the transaction. Exchange differences are taken into account in arriving at the operating surplus.

**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. 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 2011

2. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants	Other income	Total Funds 2011	Total Funds 2010
	£	£	£	£
Technology services	726,213	294,438	1,020,651	455,456
Policy and voice	87,352	315	87,667	88,604
Social welfare law	192,607	353,771	546,378	498,803
	<u>£1,006,172</u>	<u>£ 648,524</u>	<u>£ 1,654,696</u>	<u>£ 1,042,863</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.

3. GRANTS

	Total Funds 2011	Total Funds 2010
	£	£
<b>Receivable in year</b>		
London Councils	240,354	240,354
Big Lottery Fund		
Circuit rider accreditation (BAS/2/010266515)		
Years 1 and 2 (part)	-	107,824
Year 3	97,448	-
Bridge IT	11,106	2,608
The City Bridge Trust	45,000	41,100
Cripplegate Foundation	8,528	8,528
Esmée Fairbairn Foundation	-	17,000
HM Revenue and Customs	62,500	-
Law Society Charity	-	6,000
National Association for Voluntary and Community Action	36,000	36,000
The Tides Foundation	470,153	-
Trust for London	16,000	12,150
The Wates Foundation	7,000	13,000
Other	12,083	-
	<u>£ 1,006,172</u>	<u>£ 484,564</u>
<b>Deferred grants</b>		
Brought forward from previous year	-	17,800
	<u>£ 1,006,172</u>	<u>£ 466,764</u>

NOTES TO THE FINANCIAL STATEMENTS  
For the year ended 31 March 2011

4. RESOURCES EXPENDED ON CHARITABLE ACTIVITIES

	Fees and staff costs	Other direct costs	Support costs	Total Funds 2011	Total Funds 2010
	£	£	£	£	£
Technology services	283,174	15,069	211,929	510,172	462,606
Policy and voice	68,402	880	35,892	105,174	91,718
Social welfare law	347,096	27,191	189,643	563,930	494,909
	<u>£ 698,672</u>	<u>£ 43,140</u>	<u>£ 437,464</u>	<u>£ 1,179,276</u>	<u>£ 1,049,233</u>

5. SUPPORT COSTS

	Staffing costs	IT, administration and premises	Total Funds 2011	Total Funds 2010
	£	£	£	£
Technology services	162,008	49,921	211,929	165,094
Policy and voice	27,437	8,455	35,892	22,603
Social welfare law	144,973	44,670	189,643	178,480
	<u>£ 334,418</u>	<u>£ 103,046</u>	<u>£ 437,464</u>	<u>£ 366,177</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 2011	Total Funds 2010
	£	£	£	£
Salaries and other staffing costs	8,800	-	8,800	8,650
Auditors' remuneration	3,000	-	3,000	3,000
Accountancy	6,996	-	6,996	6,996
Overprovision for previous years	(2,500)	-	(2,500)	(3,500)
Subsistence	216	-	216	212
Postage	68	-	68	66
	<u>£ 16,580</u>	<u>£ -</u>	<u>£ 16,580</u>	<u>£ 15,424</u>

NOTES TO THE FINANCIAL STATEMENTS  
For the year ended 31 March 2011

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 second year grant and £53,515 was from the third 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 second year grant and £30,834 was from the third 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 second year grant and £7,500 was from the third 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 second year grant and £8,333 was from the third year grant. The grants have been fully expended.

8. OTHER GRANTS AND DONATIONS - BIG LOTTERY

The Big Lottery fund contributed £97,448 from the third year grant towards the London Region ICT Infrastructure project. The grant was fully expended.

9. NET INCOMING/(OUTGOING) RESOURCES

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

	2011 £	2010 £
Depreciation of tangible fixed assets		
- owned by the company	6,081	1,281
Deficit on disposal of fixed assets	-	-
Auditors' remuneration		
- for audit services	3,000	3,000
- for other services	6,996	6,996
- overprovision for previous years	(2,500)	(3,500)
Operating lease rentals		
- land and buildings	48,000	48,300
	<u>48,000</u>	<u>48,300</u>

No member of the Board of Trustees received any emoluments. Travel expenses were reimbursed to Hugh Lyon totalling £230 and to Annette Figueredo totalling £15 (2010 - £100). No employee received emoluments of £60,000 per annum or more.



NOTES TO THE FINANCIAL STATEMENTS  
For the year ended 31 March 2011

10. STAFF COSTS

Staff costs were as follows:

	2011 £	2010 £
Wages and salaries	794,682	697,737
Social security costs	81,390	70,428
Pension costs	18,049	16,263
	<u>£ 894,121</u>	<u>£ 784,428</u>

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

	2011	2010
Service delivery	19	15
Administration	2	2
	<u>          </u>	<u>          </u>

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.

12. TANGIBLE ASSETS

	Office Equipment £	Total £
<b>Cost</b>		
At 1 April 2010	66,778	66,778
Additions	23,572	23,572
At 31 March 2011	<u>90,350</u>	<u>90,350</u>
<b>Depreciation</b>		
At 1 April 2010	62,210	62,210
Charge for year	6,081	6,081
At 31 March 2011	<u>68,291</u>	<u>68,291</u>
<b>Net Book Value</b>		
At 31 March 2011	<u>£ 22,059</u>	<u>£ 22,059</u>
At 31 March 2010	<u>£ 4,568</u>	<u>£ 4,568</u>

NOTES TO THE FINANCIAL STATEMENTS  
For the year ended 31 March 2011

13. DEBTORS

	2011 £	2010 £
<b>Due within one year</b>		
Trade debtors	47,631	59,671
Other debtors	4,832	4,516
Prepayments	16,173	15,289
Grants in arrears	-	2,608
	<u>£ 68,636</u>	<u>£ 82,084</u>

Included within other debtors due within one year are prepaid pension contributions of £662 (2010 - £680).

14. CREDITORS:  
Amounts falling due within one year

	2011 £	2010 £
Trade creditors	8,808	23,458
Social security and other taxes	-	12,512
Other creditors	6,023	13,150
Accruals	11,984	12,982
	<u>£ 26,815</u>	<u>£ 62,102</u>

15. DEFERRED INCOME

	2011 £	2010 £
At 1 April 2010	97,450	78,092
Less amount released to incoming resources	(97,450)	(78,092)
Plus amount deferred in the year	142,874	97,450
At 31 March 2011	<u>£ 142,874</u>	<u>£ 97,450</u>

Deferred income represents contracts, subscriptions and training income received for future periods.

NOTES TO THE FINANCIAL STATEMENTS  
For the year ended 31 March 2011

16. STATEMENT OF FUNDS

	At 1 April 2010 £	Income £	Expenditure £	Transfers £	At 31 March 2011 £
General funds	116,908	653,104	(604,550)	(39,309)	126,153
Total unrestricted funds	116,908	653,104	(604,550)	(39,309)	126,153
<b>Restricted funds</b>					
Technology services	30,286	722,083	(279,143)	14,014	487,240
Policy and voice	1,050	87,667	(106,879)	18,162	-
Social welfare law	5,544	192,607	(205,284)	7,133	-
Total restricted funds	36,880	1,002,357	(591,306)	39,309	487,240
Total funds	153,788	1,655,461	(1,195,856)	-	613,393

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.

**Restricted funds**

Technology 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 and assisting the sector to stay abreast of and benefit from developments in IT.

Policy and voice

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.

Social welfare law

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.

**NOTES TO THE FINANCIAL STATEMENTS**  
For the year ended 31 March 2011

**17. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2011 £
Fund balances at 31 March 2011 are represented by			
Tangible fixed assets	22,059	-	22,059
Current assets	268,116	492,907	761,023
Current liabilities	(21,148)	(5,667)	(26,815)
Deferred income	(142,874)	-	(142,874)
	<b>£ 126,153</b>	<b>£ 487,240</b>	<b>£ 613,393</b>

**18. OTHER COMMITMENTS**

At 31 March 2011 the company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2011 £	2010 £	2011 £	2010 £
<b>Expiry date:</b>				
Within 1 year	-	-	-	440
Between 2 and 5 years	48,300	48,300	-	-

**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 (2010 £Nil).