
LASA CHARITY UK LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2012

Company Number 01794098
Charity Number 800140

LASA CHARITY UK LIMITED

Company Information

Board of Trustees	John Blandford Nadine Clarkson Palomares Annette Figueiredo Paul Lowenberg Hugh Lyon Mohammad Marashi Samantha Mauger Elizabeth Sewell
Chair	Elizabeth Sewell
Vice Chair	Hugh Lyon
Treasurer	John Blandford
Secretary	Terence Stokes
Chief Executive	Terence Stokes
Company Number	01794098
Charity Number	800140
Registered Office	Universal House 88-94 Wentworth Street London E1 7SA
Independent Auditors	MHA MacIntyre Hudson Chartered Accountants New Bridge Street House 30-34 New Bridge Street London EC4V 6BJ
Bankers	National Westminster Bank plc 130 Whitechapel High Street London E1 7PS

Contents

	Page
Annual Report	1 - 11
Independent Auditors' Report	12 - 13
Statement of Financial Activities	14
Balance Sheet	15
Notes to the Financial Statements	16 - 24

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

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 2012.

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.

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

Overview of the work of Lasa in 2011-12

The continued series of policy decisions aimed at reducing the public deficit had a major impact on all aspects of Lasa's work. The continued review of spending at the national and local government levels resulted in further reductions in funding streams which Lasa had formerly accessed to support our work. In addition it continued to result in an overall reduction in the funding available at a local level to support third sector organisations which purchase Lasa's services.

Following the significant review by London Councils of its grants scheme the previous year the continuing financial pressures resulted in a further review with potential reductions which commenced in December 2011. As a major recipient of funding from London Councils and as an advocate on behalf of London advice services Lasa is heavily involved in the consultation process and we continue to chair the London Advice Forum. The London Councils review continued throughout the financial year and is ongoing into the new financial year.

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.

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. For more details see the later section on Policy Development.

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. During the year we continued to benefit from the grant income from Google. This grant is administered by the Tides Foundation and is 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.

We were also successful in securing funding from the Esmée Fairbairn Foundation to evaluate the delivery of online support and training for advisers in response to the difficult financial climate and the introduction of Universal Credit over the coming years.

The year also saw further recognition of our work in the form of the Nominet Internet Award for our rightsnet service. We won first prize in the "Opening the World of Knowledge" category at the prestigious awards ceremony at the Victoria & Albert Museum in July 2011. We were also shortlisted for the Guardian Social Enterprise of the Year Award but failed to win the overall award.

During the year 2011-12 Lasa employed an average of 20 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.

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.

The government's welfare reform agenda, plans for legal aid reform and local authority and other funding cuts are already having a significant impact on frontline advice organisations. However, whilst the shape and size of the advice sector is likely to change as a result, Lasa's social welfare law services are in a strong position to be able to continue to meet advisers' needs.

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

Indeed, with frontline advice organisations facing increased pressures, there continues to be a high level of demand for our range of social welfare law support services, with thousands of advice organisations across the UK subscribing to our rightsnet website, accessing peer-to-peer support through our discussion forums; using our telephone advice lines; and/or attending our training courses and workshops.

Rightsnet

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

In the last year we published more than 1,500 social welfare law updates - with summaries of and links, within 24 hours of their issue, to new legislation, case law and court decisions, official guidance, and policy documents - across five areas of law: welfare rights; debt, housing, employment; and community care. We also facilitated thousands of contributions to our online discussion forums, where advisers from across the UK share their experience and expertise in providing peer-to-peer casework support to one another.

Advice support

Through our advice support team we delivered a range of services to frontline advice organisations, including a telephone advice line for London-based advice workers, a specialist support service for organisations in Wales, an 'assisted casework' service and advice support forums.

Over the year our advice support service worked with more than 200 organisations, developing the welfare benefits advice skills, knowledge and confidence of advisers working with socially-excluded communities across the UK.

Welfare Benefits Training

Our training team provided a comprehensive programme of affordable and accessible welfare rights training events for a variety of organisations including local and national charities, citizens advice bureaux, disability groups, local authorities, housing associations and legal firms.

In the last year the team delivered more than 160 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'), and specialised courses such as 'Benefits for people subject to immigration control' and 'Representation at first-tier tribunals'.

In addition we continued to develop the service in response to advisers' needs and during the year introduced a series of half day workshops that focused on the government's welfare reforms, for example in relation to the introduction of universal credit and the new 'personal independence payment'.

Relationships with our in-house clients also continued to blossom, and during the year we designed bespoke training programmes for 34 organisations across the UK.

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 and available to download from our rightsnet website, review is read by thousands of advisers across the UK each year.

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

Other social welfare law services

During the year we also continued to work on our revenuebenefits website (www.revenuebenefits.org.uk). Funded by HMRC and delivered in partnership with the Low Incomes Tax Reform Group, the website provides frontline advice organisations with the latest information on a range of HMRC 'products', including tax credits, child benefit, and the national minimum wage.

In addition, with funding from the Greater London Authority, we also launched a new AdviceLocal service (www.advice.local.org.uk). Part of the 'Benefiting London(ers)' project we're delivering in partnership with AdviceUK, the AdviceLocal website provides frontline VCS organisations in six London boroughs with access to key resources to support them in 'problem noticing' and referring clients on to appropriate sources of advice.

Evaluation of our services

We carry out ongoing evaluation of our social welfare law services and recent feedback has 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.'

'Without Lasa I could not provide the current level of help and support to my team and to our clients. It gives us the confidence that our advice is correct and up to date [and] means we do not have to turn clients away.'

ICT Support Services

ICT Knowledgebase (www.ictknowledgebase.org.uk)

Now in its 12th year, knowledgebase continues to be a unique and valued resource, enabling small and medium-sized third sector organisations to access relevant information on their ICT queries, and underpinning all areas of the team's work.

"@LasaICT thanks very much, that's really helpful as always. your resources are very useful & approachable, simply great! Development Manager Newcastle CVS"

"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

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

"I mostly wanted to reach out and say hi! I am the Community Manager at TechSoup Canada; which is a bit misleading as I actually manage our learning programs and special projects. I've been reading & sharing your content for a while now, but there wasn't an obvious way to connect (e.g. a twitter account that I could find) so I didn't. But I figured it was time to get in touch, let you know that we exist and are a fan :) Tierney"

Our existing content relationships have been maintained and exploration of ongoing content sharing partnerships is ongoing. During 2011 a number of new volunteer content authors have contributed content to the knowledgebase.

During 2011/12 knowledgebase received close to 25,000 unique visitors a month, over 70 new articles were published and almost 150 reviewed or revised.

Suppliers Directory (www.suppliersdirectory.org.uk)

Our Suppliers Directory, listing suppliers with a positive track record of providing ICT goods and services to the third sector and the care sector.

From October 2011 we introduced charging for listings in the Suppliers Directory. The anticipated drop out was not as severe as expected, and many suppliers have chosen to renew their expired listings despite the new charges. At the time of writing we have 55 paying suppliers between them providing over 120 services to the sector.

A marketing plan is under development, and implementation will include robustly promoting the directory to suppliers and third sector audiences. We are also investigating opportunities for sponsorship.

Computanews & E-Bulletin

Our online magazine, Computanews, is Lasa's non-technical guide to ICT focussing on the needs of third sector organisations.

During 2011 we have worked to better integrate our publications and now deliver Computanews and the ICT Bulletin via the knowledgebase, widening the potential circulation from 2500 who received Computanews and E-Bulletin alerts to the 25,000 or so who visit the knowledgebase monthly.

This approach has also enabled us to keep a regular flow of new content on the knowledgebase in a more streamlined and cost effective way.

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 support 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.

We have been able to draw on the expertise of listed members to develop information content. Members have also volunteered their services at events including surgeries, and other events such as our successful not for profit technology conference held in November 2011. This continues to be regarded as a valuable resource for the sector.

Our BASIS Big Lottery funded project to develop a training framework for new and existing circuit riders in

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

London has now come to an end. However we are pursuing opportunities and interest in the legacy content and online learning environment for which there is some interest.

Conference

Our 7th annual conference "Not-For-Profit Technology Conference" took place in November 2011 attracting third sector CEOs and other leaders concerned with the use of technology in their organisations. The conference was again a huge success and well attended. Speakers included IBM UK's CEO, Martha Lane Fox UK digital champion, and Holy Ross CEO at NTEN (Nonprofit Technology Enterprise Network) in the US. The event included a breakfast round table and succeeded in attracting a number of decision makers including CEO's and funders as well as "circuit riders" and ICT support providers. IBM generously hosted the conference in their prestigious South Bank venue.

Prior to the conference we again 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 receive financial support from the Wates Foundation. Although funding from Cripplegate Foundation and City Bridge Trust has ended, Nominet Trust have expressed an interest in working with us on a similar style project for their grant beneficiaries and we will be pursuing this opportunity further during 2012.

Our London Regional ICT Champion work continues albeit in a lighter touch way since funding came to an end. However we continue to raise the profile of the importance of technology for example through policy pieces and responses to consultations.

Consultancies and advice

IST provides a one-to-one ICT advice service to third sector organisations through our consultancy work and helpline.

Consultancies picked up during the latter half of 2011 and we secured a number of large consultancies including TCSW (The College of Social Work) and more recently a large commission working with Children England.

The Get Connected Project (a key initiative distributing funding to 1250 adult social care providers in order to improve ICT access for service users and staff), has effectively ended. The project was a huge success both in terms of the positive impact on project beneficiaries (e.g. see [www.theboltonnews.co.uk/news/9106400.Just when you thought there was never anything on telly /?ref=mmsp](http://www.theboltonnews.co.uk/news/9106400.Just%20when%20you%20thought%20there%20was%20never%20anything%20on%20telly%20/?ref=mmsp)), and enhancing our reputation as reliable and flexible partners). This has already led to other opportunities (e.g. TCSW consultancy mentioned above).

Our expertise and resources such as Knowledgebase and, Suppliers Directory were integral in securing the project, and providing support pre, during and after the project. We are hopeful of further opportunities arising as a result of our work on the project.

The Google funded work to help us build digital literacy and capacity for NGOs in the UK and Europe is underway, and we anticipate launching the "Google Toolkit" element during the first half of 2012. Work on the policy, outcomes measurement, data sharing, and "data liberation" elements of the work is ongoing.

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 will have been downloaded over 960 times to date.

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

Marketing effort to promote and celebrate the 1000th download is underway.

The AIMS Team has delivered 10 training courses to 52 delegates over the last year, as well as providing individual agencies with three in-house consultancy visits. The teams' telephone support line dealt with over 370 substantive enquiries, providing assistance on report design, classification issues and technical matters. The team dealt with over 1000 substantive email information requests.

Work on the development of a new version of AIMS continues. 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.

The free version and demonstration version of the database are available for download from www.lasa.org.uk/aims.

The Multikulti project

The Multikulti website – www.multikulti.org.uk - provided legacy information on various areas of social welfare law translated into 12 community languages.

Our experience of developing and delivering the Multikulti website was integral to the securing of EU funding for the BridgeIT and KC4All projects both of which have now ended.

Despite our attempts, further funding for Multikulti has not been forthcoming. The project is no longer viable and the project and accompany site have now closed down.

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 Council's 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

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

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.

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 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. However, during the financial year 2012-13 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 continued support from Tides Foundation, Wates Foundation and London Councils will ensure the lasting legacy of our free resources enabling organisations to make good decisions when planning their use of technology to best deliver effectively and efficiently their services.

We continue to take 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.

We will continue to engage with government on their plans for reform and continue to make the case for the essential value of advice support services.

Governance issues

Lasa is governed by a Board of Trustees who met six 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 Terry Stokes.

During the year Liz Sewell continued as Chair of the Board with Hugh Lyon as Vice Chair and John Blandford as Treasurer.

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

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

the Board) met twice in the year. During the year the Directorate continued to meet weekly with the Heads of Services.

Financial review

Lasa had net incoming resources on unrestricted funds, a surplus, of £16,657 for the year. Together with the accumulated surplus brought forward from previous years, Lasa now has an accumulated surplus of £142,810 (2011 £126,153) on unrestricted funds.

During the year a number of projects funded by restricted funds came to an end and the trustees decided to use unrestricted funds to ensure that they could continue as appropriate.

Restricted funds carried forward at 31 March 2012 amounted to £328,762 (2011 £487,240). 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 29% (2011 45%) of the total income, were received from London Councils, The Big Lottery Fund, the City Bridge Trust, Cripplegate Foundation, the Greater London Authority, H.M. Revenue & Customs, Tides Foundation, Trust for London and the Wates Foundation.

The Trustees would like to thank Baker & McKenzie, IBM, Charity Technology Trust, Esmée Fairbairn Foundation, and Mayer Brown for their very generous support over the last year in providing pro bono legal advice, conference & meeting room space, refreshments at our technology events and other pro bono support. The knowledge and resources provided are greatly appreciated and help enable Lasa fulfil our core aims.

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 £133,000 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 is £127,556. This figure is the unrestricted reserves £142,810 less the unrestricted fixed assets £15,254.

Risk assessment

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

- an annual review of the risks the charity may face

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

- 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.

During the previous year we finalised the risk register which is 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 01794098. 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 (resigned 24/10/11)	Mohammad Marashi
Sanja Dujmovic Potnar (resigned 21/6/11)	Samantha Mauger
Annette Figueiredo	Elizabeth Sewell

Membership of the Board of Trustees is open to:

- 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
- 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 adequate 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.

ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2012

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 Charity's auditors, Gotham Erskine LLP, have, since the year-end, become the Not for Profit Team at MHA MacIntyre Hudson, the trading name of MacIntyre Hudson LLP. MHA MacIntyre Hudson 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 26 June 2012 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

We have audited the financial statements of Lasa Charity UK Limited for the year ended 31 March 2012 set out on pages 14 to 24 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the requirements of the Financial Reporting Standard for Smaller Entities (effective April 2008) (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 2012 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

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.

James Gare ACA
Senior statutory auditor
MHA MacIntyre Hudson

Chartered Accountants
and Statutory Auditor
New Bridge Street House
30-34 New Bridge Street
London EC4V 6BJ

26 June 2012

STATEMENT OF FINANCIAL ACTIVITIES
For the year ended 31 March 2012

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
Incoming Resources					
Incoming resources from generated funds					
Voluntary income		16,248	-	16,248	10
Investment income		3,785	-	3,785	755
Incoming resources from charitable activities	2	696,089	281,284	977,373	1,654,696
Total Incoming Resources		716,122	281,284	997,406	1,655,461
Resources Expended					
Charitable activities	4	647,950	469,378	1,117,328	1,179,276
Governance	6	21,899	-	21,899	16,580
Total Resources Expended		669,849	469,378	1,139,227	1,195,856
Net Incoming/(Outgoing) Resources before transfers		46,273	(188,094)	(141,821)	459,605
Transfers between funds	1,16	(29,616)	29,616	-	-
Net Incoming/(Outgoing) Resources					
Net income/(expenditure) for the year		16,657	(158,478)	(141,821)	459,605
Total fund balances brought forward at 1 April 2011		126,153	487,240	613,393	153,788
Total fund balances carried forward at 31 March 2012		£ 142,810	£ 328,762	£ 471,572	£ 613,393

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.

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 16 to 24 form part of these financial statements.

LASA CHARITY UK LIMITED

BALANCE SHEET
As at 31 March 2012

	Note	£	2012 £	£	2011 £
FIXED ASSETS					
Tangible fixed assets	12		15,254		22,059
CURRENT ASSETS					
Debtors	13	90,760		68,636	
Cash at bank and in hand		579,125		692,387	
		<u>669,885</u>		<u>761,023</u>	
CREDITORS: amounts falling due within one year	14	(48,970)		(26,815)	
NET CURRENT ASSETS			<u>620,915</u>		<u>734,208</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			636,169		756,267
DEFERRED INCOME	15		(164,597)		(142,874)
NET ASSETS			<u>£ 471,572</u>		<u>£ 613,393</u>
FUNDS					
General funds (unrestricted)			142,810		126,153
Restricted funds			328,762		487,240
	16, 17		<u>£ 471,572</u>		<u>£ 613,393</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' 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 26 June 2012 and signed on its behalf by:

Liz Sewell
Chair

John Blandford
Treasurer

The notes on pages 16 to 24 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2012

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 comprises donations. This income is 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 of the statutory accounts, the costs of trustees' meetings, the cost of any legal advice to trustees on governance or constitutional matters, and the cost of staff on these matters.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2012

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.

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.

1.4 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	-	20% to 33%	Straight line
------------------	---	------------	---------------

1.5 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.

1.6 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.

1.7 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.

1.8 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 2012

2. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants	Other income	Total Funds 2012	Total Funds 2011
	£	£	£	£
Technology services	50,453	332,980	383,433	1,020,651
Policy and voice	91,853	-	91,853	87,667
Social welfare law	139,431	362,656	502,087	546,378
	<u>£ 281,737</u>	<u>£ 695,636</u>	<u>£ 977,373</u>	<u>£ 1,654,696</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 2012	Total Funds 2011
	£	£
Receivable in year		
London Councils	212,229	240,354
Big Lottery Fund		
Circuit rider accreditation		
(BAS/2/010266515)		
Year 3	-	97,448
Bridge IT	1,195	11,106
The City Bridge Trust	-	45,000
Cripplegate Foundation	-	8,528
Esmée Fairbairn Foundation	50,000	-
Greater London Authority	8,360	-
HM Revenue and Customs	39,000	62,500
National Association for Voluntary		
and Community Action	-	36,000
The Tides Foundation	-	470,153
Trust for London	20,500	16,000
The Wates Foundation	10,000	7,000
Other	-	12,083
	<u>£ 341,284</u>	<u>£ 1,006,172</u>
Deferred grants		
Carried forward to next year	59,547	-
Total for the year	<u>£ 281,737</u>	<u>£ 1,006,172</u>

LASA CHARITY UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2012

4. RESOURCES EXPENDED ON CHARITABLE ACTIVITIES

	Fees and staff costs	Other direct costs	Support costs	Total Funds 2012	Total Funds 2011
	£	£	£	£	£
Technology services	266,514	14,734	183,882	465,130	510,172
Policy and voice	56,833	1,256	32,779	90,868	105,174
Social welfare law	359,053	25,851	176,426	561,330	563,930
	<u>£ 682,400</u>	<u>£ 41,841</u>	<u>£ 393,087</u>	<u>£ 1,117,328</u>	<u>£ 1,179,276</u>

5. SUPPORT COSTS

	Staffing costs	Fundraising IT, administration and premises	Total Funds 2012	Total Funds 2011
	£	£	£	£
Technology services	124,966	17,076	183,882	211,929
Policy and voice	18,137	8,544	32,779	35,892
Social welfare law	121,480	17,076	176,426	189,643
	<u>£ 264,583</u>	<u>£ 42,696</u>	<u>£ 393,087</u>	<u>£ 437,464</u>

Support costs are allocated to the project or activity on the basis of staff numbers involved in the project or activity.

6. GOVERNANCE OF THE CHARITY

	Unrestricted Funds	Restricted Funds	Total Funds 2012	Total Funds 2011
	£	£	£	£
Salaries and other staffing costs	9,000	-	9,000	8,800
Auditors' remuneration	3,000	-	3,000	3,000
Accountancy	9,639	-	9,639	6,996
Overprovision for previous years	-	-	-	(2,500)
Subsistence	220	-	220	216
Postage	40	-	40	68
	<u>£ 21,899</u>	<u>£ -</u>	<u>£ 21,899</u>	<u>£ 16,580</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2012

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.

£71,352 was received as a contribution towards the costs of legal and advice second tier policy and voice work. This grant has been fully expended.

£74,001 was received as a contribution towards the costs of legal advice across the various areas of social welfare law. This grant has been fully expended.

£16,875 was received as a contribution towards the costs of sector specific second tier services to legal and advice services. The grant has 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. The grant has been fully expended.

8. OTHER GRANTS AND DONATIONS - BIG LOTTERY

The Big Lottery fund contributed £11,775 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:

	2012	<i>2011</i>
	£	£
Depreciation of tangible fixed assets		
- owned by the company	6,805	<i>6,081</i>
Auditors' remuneration		
- for audit services	3,000	<i>3,000</i>
- for other services	9,639	<i>6,996</i>
- overprovision for previous years	-	<i>(2,500)</i>
Operating lease rentals		
- land and buildings	53,132	<i>48,000</i>
	<u>53,132</u>	<u><i>48,000</i></u>

No member of the Board of Trustees received any emoluments. No employee received emoluments of £60,000 per annum or more. Travel expenses were reimbursed to three trustees totalling £490, (2011 two trustees totalling £245).

LASA CHARITY UK LIMITED

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2012

10. STAFF COSTS

Staff costs were as follows:

	2012	<i>2011</i>
	£	£
Wages and salaries	753,152	<i>803,482</i>
Social security costs	77,818	<i>81,390</i>
Pension costs	32,133	<i>18,049</i>
	<u>£ 863,103</u>	<u><i>£ 902,921</i></u>

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

	2012	<i>2011</i>
Service delivery	18	<i>19</i>
Administration	2	<i>2</i>

11. TAXATION

As a charity, LASA Charity UK 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
	£	£
Cost		
At 1 April 2011	90,350	90,350
Disposals	(3,765)	(3,765)
At 31 March 2012	<u>86,585</u>	<u>86,585</u>
Depreciation		
At 1 April 2011	68,291	68,291
Charge for year	6,805	6,805
On disposals	(3,765)	(3,765)
At 31 March 2012	<u>71,331</u>	<u>71,331</u>
Net Book Value		
At 31 March 2012	<u>£ 15,254</u>	<u>£ 15,254</u>
<i>At 31 March 2011</i>	<u><i>£ 22,059</i></u>	<u><i>£ 22,059</i></u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2012

13. DEBTORS

	2012 £	2011 £
Due within one year		
Trade debtors	63,567	47,631
Other debtors	1,884	4,832
Prepayments	24,114	16,173
Grants in arrears	1,195	-
	<u>£ 90,760</u>	<u>£ 68,636</u>

Included within other debtors due within one year are prepaid pension contributions of £662 (2011 - £662) .

14. CREDITORS:
Amounts falling due within one year

	2012 £	2011 £
Trade creditors	10,044	8,808
Social security and other taxes	19,795	-
Other creditors	5,994	6,023
Accruals	13,137	11,984
	<u>£ 48,970</u>	<u>£ 26,815</u>

15. DEFERRED INCOME

	2012 £	2011 £
At 1 April 2011	142,874	97,450
Less amount released to incoming resources	(142,874)	(97,450)
Plus amount deferred in the year:		
Grants	59,547	-
Contracts, subscriptions and training income	105,050	142,874
At 31 March 2012	<u>£ 164,597</u>	<u>£ 142,874</u>

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2012

16. STATEMENT OF FUNDS

	At 1 April 2011 £	Income £	Expenditure £	Transfers £	At 31 March 2012 £
General fund	126,153	716,122	(669,849)	(29,616)	142,810
Total unrestricted funds	126,153	716,122	(669,849)	(29,616)	142,810
Restricted funds					
Technology services	454,917	50,000	(177,537)	1,212	328,592
Social welfare law	32,323	139,431	(200,084)	28,404	74
Policy and voice	-	91,853	(91,757)	-	96
Total restricted funds	487,240	281,284	(469,378)	29,616	328,762
Total funds	£ 613,393	£ 997,406	£(1,139,227)	£ -	£ 471,572

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 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 2012

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £
Fund balances at 31 March 2012 are represented by			
Tangible fixed assets	15,254	-	15,254
Current assets	281,850	388,035	669,885
Current liabilities	(39,697)	(9,273)	(48,970)
Deferred income	(114,597)	(50,000)	(164,597)
	<u>£ 142,810</u>	<u>£ 328,762</u>	<u>£ 471,572</u>

18. OTHER COMMITMENTS

At 31 March 2012 the company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2012	2011	2012	2011
	£	£	£	£
Expiry date:				
Within 1 year	48,300	-	-	440
Between 2 and 5 years	-	48,300	-	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

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 (2011 £Nil).