

The Disability Foundation Ltd

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 29TH FEBRUARY 2009

The Trustees, who are also directors of the charity for the purposes of the Companies Act 1985, present their report with the financial statements of the charity for the year ended 29th February 2008. The Trustees have adopted the following provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company Number

03705381

Registered Charity Number

1076761

Registered office

Royal National Orthopaedic Hospital
Brockley Hill
Stanmore
Middx
HA7 4LP

Trustees

Mrs J Desmond	Trustee, Chair
Mrs S Portner	Trustee
Mrs R Myerson	Trustee
R S Gibbons	Trustee

Company Secretary

Mrs J Desmond

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

The Charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 1985.

The Company is set up under its Memorandum and Articles of Association, registered as a Company Limited by Guarantee, registration number 03705381, and is registered with the Charity Commission under the Charities Act 1993, registration number 1076761.

The Disability Foundation was incorporated as a charitable company limited by guarantee on 1 February 1999. For the purposes of the Companies Act 1984 the Board of Trustees are regarded as Board of Directors of the company

The liability of the Trustees, being members of the charitable company, is limited. Every member of the Charity undertakes to contribute such amount as may be required (not exceeding £10) to the Charity's assets if it should be wound up while he or she is a member or within one year after he or she ceases to be a member, and of the costs, charges and

expenses of winding up, and for the adjustment of the rights of the contributories among themselves.

Objects, Objectives and Principal Activities of the Foundation

The Disability Foundation is a pan-disability organisation which exists to support adults, children, their families, carers and friends coping with disability and social disadvantage. We do this in a number of ways:

- Providing a national Telephone Information Service and Helpline
- Creating educational and awareness opportunities
- Distributing Newsletters and Factsheets
- Putting people in touch with local support networks

It also offers complementary therapies to members at its Treatment Centre and has a specialist Child Sensory Room for disabled children and carers.

There have been no changes in the objectives since the last annual report.

Appointment of new Trustees

The management of the charity is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association

The number of trustees shall be not less than three but not subject to any minimum. One third of the trustees, who have been in office longest retire by rotation at the Annual General Meeting (AGM). Additional trustees can be appointed by recommendation of the existing trustees or by standing for election at the AGM.

Trustees' responsibilities

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and the United Kingdom Generally Accepted Accounting Practice applicable to charities.

Company and charity law applicable to charities in England and Wales requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing those financial statements the Trustees have:

- Selected suitable accounting policies and applied them consistently
- Made judgements and estimates that are reasonable and prudent
- Stated whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements and

- Prepared the financial statements on a going concern basis (unless it is inappropriate to presume that the Trust will continue in operation).

The Trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, financial and otherwise. They are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 1985. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the detection and prevention of fraud and other irregularities.

Induction of New Trustees and Training for Trustees

All new trustees, once elected, are inducted by the CEO. All new trustees are handed the NCVO publication The Good Trustee Guide and a pack which contains important organisational policies and documents. All Trustees are encouraged to attend regular training courses made available through the NCVO, LVSC and other local voluntary support bodies such as HAVS, as well as utilise online resources for Trustees and attend networking opportunities. All trustees are also invited to meet the management team and other key staff.

Organisational structure and decision making

The Charity has a Board of Trustees that meet regularly. The Board makes final all operational decisions of the charity which are put forward by the senior management team. Day to day running of the charity is carried out by the Chief Executive Officer and the Deputy CEO's, who are supported by a team of administration and information staff.

Risk Management and Identification of Risks

The Trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. There have been no major areas of risk that have been highlighted. TDF does recognise that there is more need to ensure that there is always sufficient staff present at any one time so that the Centre can operate safely and effectively and that any leave planning must take into consideration sickness or unforeseen emergency. In addition, it has been recognised that TDF needs a third signatory for the bank accounts. Risk in key areas such as IT, finance, legalities and human resources continue to be regularly monitored and reviewed by Senior Management and any issues that arise are swiftly brought to the attention of the Trustees.

ACHIEVEMENTS AND PERFORMANCE

Short term Objectives for March 2008 – February 2009

Objectives set for this year period focussed primarily on the evaluation of TDF's key services – Therapy provision and Information provision. TDF looked particularly closely at the effectiveness of the Information service as the previous year's monitoring statistics had suggested that the service was not being utilised enough by members.

Review of Charitable Activities

TDF are pleased to report that it had 200 new members over the year period. Renewals of membership figures were also positive with 498 existing members renewing their membership. TDF's waiting list figures also demonstrate the popularity of its therapy services – over the year 663 members were placed on the waiting list for therapy treatment. As before, this does not mean that they did not receive treatment; it means they had to wait for their chosen treatment.

With regards to disability enquiries, monitoring has shown that there were 134 telephone enquiries over the year, 34 email and 24 walk in enquiries. This works out on average at 17 a month. For the second year running this was very disappointing. All statistics for the Information Department demonstrated to the Board that the service was not being as innovative or effective as it had hoped it would be when it was first set up in 1998. The Board

questioned its efficacy to run as a stand alone Disability Information Service. Whilst elements of the workings of the Information Department (i.e. the monitoring and evaluation of TDF's services, the Website and Newsletter) contribute significantly to the Charity, the Board reflected that these elements could be incorporated into the general running of the charity rather than within a single department without the Disability Information Service. The Board aims that this change will mean that more can be invested in the provision of Therapy services which is currently thriving yet being stretched to the limit in terms of time, personnel and finances. The Board therefore agreed after lengthy discussions that as of the next financial year the Information Department should cease to function. All staff were offered alternative roles supporting Therapy Services and all agreed to begin working in their new roles from 1st March 2009. Website and newsletter would be incorporated into a Communications role as part of general operations and this would also cover outreach, PR and marketing on a day to day level so that TDF can keep its focus in a more specialised and directed way. Monitoring and evaluation would be incorporated into a Membership Administrator role. The other new roles created were Therapy Services Administrator and Office Co-ordinator. All roles would now be dedicated to TDF operations and the smooth running of Therapy Services.

On May 8th 2008 the RD Crusaders held an event which raised an incredible sum for five charities (please see Fundraising Review and income generation for further detailed information)

For another year running, TDF has still not been able to clarify its future at the RNOH or investigate the necessity to find new premise as the RNOH's redevelopment plans have been affected by the general world economic climate.

Fundraising activities/income generation

TDF were planning to hold its main annual fundraising event in March of 2008. Mr Richard Desmond (TDF's Honorary Patron) and Chairman of the RD Crusaders Foundation approached our Chairperson in December of 2007 and requested if TDF's Fundraiser Chrissy Smith would be able to organise all facets of his charitable function 'The RD Crusaders Event' due to take place on May 8th 2008 and that any profits would be divided between five charities by the RD Crusaders Board of Trustees (TDF, The National Neurological Development Foundation, Moorfield's Eye Hospital, Marie Curie and Norwood). The RD Crusaders event would take the format of a large rock concert, 1,000 guests, dinner and auction at Billingsgate. Our Chairperson, Board of Trustees and Chrissy were all in agreement that this was a fantastic opportunity. It was agreed with the RD Crusaders Board that if the minimal projected profit were met TDF would receive a donation of £250,000 from the RD Crusaders Event.

The event was a huge success with donations for tickets exceeding original projections and auction items being of greater value than originally anticipated. Therefore it was agreed that each of the five charities benefitting from this event would receive a much greater donation than originally anticipated. Once Chrissy and the RD Crusaders Board had justified the costs and profits and all monies had been justified it was clear that the profits vastly exceeded original projection and TDF were offered £250,000 for 2008 and pledged a further donation of £250,000 for the following year.

This was fantastic news for TDF.

The first donation was received from the RD Crusaders of £250,000 in June 2008.

We were delighted to be so closely involved in organising such a huge charitable event, very happy with the financial outcome and proud to be able to help the RD Crusaders raise such huge sums of money for other such worthy charities.

PATRONS

Our Patrons have remained the same during this financial year with The Pears Foundation donating £10,000, Sir Philip Green donating £20,000, Lord Ashcroft £25,000 and our Honorary Patron Richard's Desmond's annual Patronage was absorbed in the RD Crusader's £250,000 donation as agreed and The Gerald Ronson Foundation at £5,000.

Within a couple of months of the event the credit crunch hit the economy making approaches to new Patrons met with negative responses and apologies. We intend to continue to approach other potential Patrons as the financial state of the economy starts to improve and stabilise.

FUTURE DEVELOPMENTS AND OBJECTIVES FOR MARCH 09- FEB 2010

For this coming year period, the Trustees' set several key objectives for the charity. Firstly TDF are to implement the restructure of its services by closing the Information Service as a result of poor overall performance and by concentrating on Therapy Services whose performance was consistent and clearly productive, as detailed above. This re-structure will be monitored carefully over the next 12 months. Furthermore, TDF are to introduce more team building and staff motivational structures as of 1st March 2009. The charity remains dedicated to staff development through training and staff will continue to be encouraged to attend regular training courses and/or undergo in-house training updates. TDF are to ensure that TDF's website and paperwork are updated in line with the Re-structure so that all changes will be communicated clearly to members and to the public. Furthermore, TDF will review charity administration (AGM, Constitution, Mission Statement), all in-house filing systems so that these all reflect the changes TDF will be undergoing. TDF's therapy timetable will also be examined closely to ensure that all rooms are being maximised to capacity and new therapists will be brought on board if necessary. TDF will continue to liaise closely with the RNOH with regards to the re-development of the RNOH site and the effects this will have on TDF and the location of its centre.

TDF will work hard to find out whether there will be a re-development and a decision will need to be made about TDF's current centre and its look and feel as, if no move is imminent, the Centre may need to be updated and modernised. As every year, TDF will continue to monitor services closely to ensure that service provision is meeting members' needs. TDF will also continue to work hard to meet the needs of those in the community that are currently not accessing or not able to access its services through outreach – this year more carers need to be made aware of how TDF can help them..

FINANCIAL REVIEW

The Trustees were delighted with the financial performance for the year. The income generated from the fundraising activities and continued patronage has been maintained and there has been a reduction in the core costs for the second successive year.

The increase in funds was above expectations, the year showed a healthy increase of more than £108,000.

Reserves Policy

The Trustees have identified a need to continue to increase the reserves in line with budgetary increases and will be seeking to achieve a reserve in the region of £300,000 for the forthcoming year.

Anticipated income to be generated in future periods

The Trustees are aware that it has become clear to all businesses whether within the charitable or commercial sector that money is scarce and these are serious times with so many people losing their jobs and subsequently their homes and nobody knows when there will be an economic recovery and when people will therefore feel confident again to open their pockets.

At the last Trustees meeting fundraising was discussed and it was noted by our Chair that she and her husband receive a lot of charitable functions across the year that they attend. They had recently attended a formal charitable dinner and she said it was obvious to all that this form of typical charitable event was not working as people were very reluctant and embarrassed when it came to auctions and even buying tickets so TDF's thoughts of our usual annual event were put to one side. Our Chair's aim is to raise some finance in a more innovative way in the current economic climate by giving people an option to stay in and do what they like in the comfort of their own homes and use a 'tiered' donation system i.e. how much is sitting in your favourite armchair worth to you. It is hoped that by using clever wording with humour yet making it obviously an Appeal and by giving it the title 'TDF's Big Non Event', TDF may be able to raise funds for the charity, however at this point, an exact amount would be very hard to predict. TDF aims to send this out to literally hundreds of people with an accompanying letter from our Chair. This will be mailed out in October 2009.

TDF are also planning to target new Patrons. TDF has started to build relationships with these patrons who are starting to understand more about what TDF does due to the last couple of years' publicity, website, and clear re-structure with a small team of extremely dedicated staff and the fact that the charity has a membership that is still growing. Patrons also acknowledge our need to expand because of waiting lists for our therapy services. TDF currently receive £80,000 from our Patrons and would like to aim to advance this to £110,000 in the coming financial year. TDF is also looking at seeking a high profile Patron whose involvement would help the charity gain more interest and therefore hopefully more Patrons.

There is the possibility also of an anonymous donor who may wish to get involved in sponsoring the costs of an event but this has yet to be confirmed and TDF would have to be in full economic recovery and discuss the form of this event at great length to secure profitable donations. TDF will continue as always to watch carefully every penny spent as this year will continue to be hard raising finance.