



# **The Wiltshire & Bath Independent Living Trust Limited**

(A company limited by guarantee)

Charity Name: The Wiltshire & Bath Independent Living Trust Limited

Company registration number: 2535179

Charity registration number: 10000659

**Report and Financial Statements  
For the Year Ended 31 March 2022**

## Report of the Trustees for the year ended 31 March 2022

The Trustees, who are also the directors for the purposes of company law, present the directors' report and unaudited financial statements for the year ended 31 March 2022.

### Reference and Administrative Information

Charity name: The Wiltshire & Bath Independent Living Trust Limited  
Known as: The Independent Living Centre (ILC), Semington  
Company registration number: 2535179  
Charity registration number: 10000659  
Registered office and operational address:  
The Independent Living Centre, St George's Road, Semington, Wiltshire BA14 6JQ

### Trustees

Dr A K Clarke (President)  
Professor N Harris (Chair)  
Mr A Veasey (Treasurer)  
Mr J Hurn  
Dr J Bradbrooke  
Mrs L Jeggo  
Mrs J Hillier  
Mr E Clifford  
Mrs S Harding  
Mr B Wade (Deceased 23rd September 2021)  
Mrs T Njakayaka-Skews (Resigned 14 June 2021)  
Mrs J Prior (Resigned 14 September 2021)  
Mr S J Truelove (Appointed 30 November 2021)

### Chief Executive Officer

Mr Neil Baker (Appointed 7 February 2022)  
Mrs Tracy Sullivan (Appointed 7 June 21. Resigned 25 February 22)  
Mr Kevin Fairman (Resigned 11 May 2021)

### Company Secretary

Mr E Clifford

### Independent Examiners –

Haines Watts - Chartered Accountants. Enterprise House, Timbrell Street, Trowbridge, Wiltshire BA14 8PL

### Bankers -

Lloyds Bank, Trowbridge

# Our Aims and Objectives

## Purposes and aims

Our charity's purposes as set out in the objects contained in the company's Memorandum of Association are:

*To advance the care, treatment and education of people with disabilities, in particular by the provision of a permanent exhibition of a comprehensive range of aids and equipment.*

Our aim fully reflects the purposes that the charity was set up to assist older people (65+) and adults/children with disabilities to remain in their own homes and maintain independence by helping them and their carers by recommending practical solutions to the challenges of daily living, and the charity

- provides impartial information and assessments to members of the public and professionals,
- provides training opportunities for Occupational Therapists, Physiotherapists and other allied Health Professionals

## Ensuring our work delivers our aims

We review our aims, objectives and activities each year. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help.

The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities.

In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set and consider our approach to risk management.

## The focus of our work

We have continued our work to provide information to people who require disability equipment, which empowers them in the purchasing process from suppliers, or provision through social services. We aim to provide a consistent high-quality service and have introduced systems to collect feedback on our performance from our clients.

The strategies we used to meet these objectives included:

- Upgrading the ILC website to make it more accessible and provide more information.
- Attending events and promoting the ILC on community websites, newspapers and contacting community organisation such as charities, doctor's surgeries, to ensure residents of Wiltshire and BANES know about our services.
- The provision of free assessments of our clients' needs, liaising with local suppliers to ensure up-to-date equipment is available for demonstration. The Occupational Therapy team is then able to provide an independent recommendation to our client.
- The appointment of a Chief Executive (part-time) to direct our work and seek opportunities to develop our services.

## How our activities deliver public benefit

All our charitable activities focus on the empowerment of people with disabilities and enabling them to live as full and active life as possible.

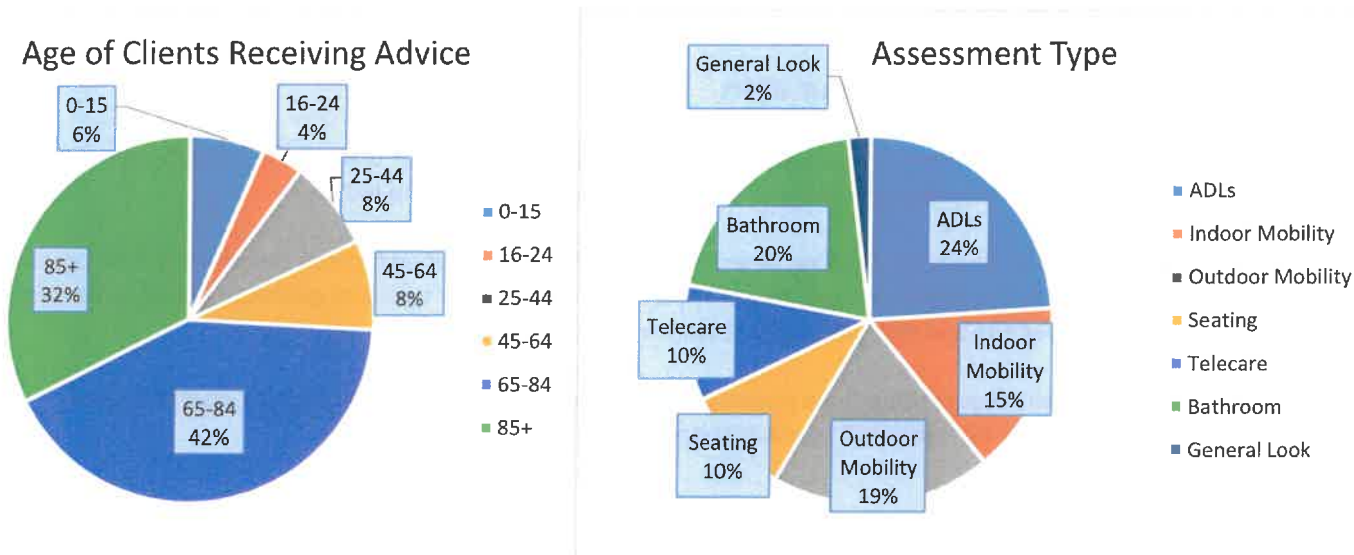
## Who used and benefited from our services?

Funding provided by Wiltshire and Bath & North East Somerset (BANES) limits the services we provide to residents and professionals who work in these two geographical areas.

The Occupational Therapy team was led by a locum OT for most of 2021/22, meaning we could only offer appointments two days a week. However, we increased the number of people we were able to support by offering advice and information via email and phone. All our services are provided free of charge to our clients.

Equal access to our services is an important issue for us. We monitor access by age, gender, disability, and location, and seek to provide a high quality experience to all communities that use our services.

Examples of key performance indicators of our work are shown in the charts below.



## Chair of Trustees Report

This next year brings significant reorganisation in the way our health and care services are commissioned and delivered, with the introduction of Integrated Care Systems (ICS), which bring together local authorities and health care providers. Our local ICS is Bath, Swindon and Wiltshire. The government has set out an ambitious target for the new organisations, with increased emphasis on local planning and delivery of services, and partnership working with voluntary and community sector groups.

We are keen that the ILC can respond to this challenge and we will be looking for opportunities to increase the scope and range of our activities. The Trustees recognised that it was not possible for us to develop our services with our CEO working just one day per week and so have doubled the time available. We were sorry that Tracy Sullivan, who had done a fantastic job with our finances and fundraising, had to step down as CEO in February, but we are very pleased to welcome Neil Baker as our new CEO.

One of the priority tasks for Neil is to conduct a stakeholder consultation and service review. Our aim is to increase the number of people that we see each week and so we need to take a fresh range and type of assessments that we carry out. Alongside this we will be looking at developing roles for volunteers, for example by greeting clients or helping to organise our equipment. We would also welcome volunteers to join our Trustees, we would like to have a more diverse representation and would particularly welcome representatives of our service users. Please do get in touch with us if you would like to know more.

Finally, I would like to thank our very dedicated staff, who worked through the pandemic to keep the Centre running for our tenants and deliver our services to as many people as possible.

Nigel Harris  
Chair of Trustees

## Chief Executive Report

I was delighted to be offered the post of CEO in February 2022 following the departure of Tracy Sullivan and since then I have endeavoured to continue the great work set out by her and the Board which has been to review the way we deliver our service so that we can see more clients and ensure the longer-term sustainability of the service.

I have seen first-hand the amazing work the staff at our charity carry out and the major beneficial impact it has had on the people who use our services. I would echo Tracy's views that we have a passionate team of people who really care about the people they support and make a huge difference to those people's lives. It will come as no surprise that the Covid pandemic had an impact on our charity. We are now fully open again for appointments but had many challenges to face, especially dealing with a backlog of clients. I am pleased to say we are dealing with this backlog and are now seeing more clients.

We have a sound financial base, but like most small charities, securing unrestricted funding is a challenge for us. In the wake of the pandemic there was a wave of applications from charities to organisations prepared to support charities to get back on their feet and these pots are now dwindling. We have submitted a couple of applications for unrestricted grant funding and have been fortunate enough to have secured one small grant already. It will be important for our sustainability to secure further unrestricted grant funding for the coming year.

Our largest ongoing contract for our services is with Medequip and this funds our current Occupational Therapist and Occupational Therapist Assistant posts. Our contract with Bath & North East Somerset Council has also been renewed from April 2022.

Supporting our tenants to carry out their work and to offer accessible space to other organisations remains a key objective for the coming year. The revenue from our tenants also contributes significantly to our sustainability.

In the coming year we will continue to review our business plan and consider options to identify the most sustainable and effective future for our charity.

In the short time I have been in post I am confident that with the skills and commitment we have in our staff and Trustees we will be able to celebrate another really positive year that will stand us in good stead for the future.

Neil Baker  
Chief Executive

## Office Manager Report

We had a difficult start to the 2021-22 financial year, with our Benefits Advisor retiring and our permanent Occupational Therapist leaving for a new role, at a time when Covid was still rampant and Government restrictions were still in place. During this time our Occupational Therapy Assistant was able to continue answering information requests from clients and professionals, and we were pleased that Occupational Therapists from Wiltshire Council and other local organisations continued to use our centre for their own assessments with clients. We were also just as busy as ever with hiring our training rooms to essential health and care agencies and other key workers.

Luckily it wasn't long until we had our locum OT join us and we could start seeing clients again, with safety precautions strictly in place. As the months have gone by, these restrictions have become more relaxed, and we no longer require our clients to wear masks during their appointments, although we do still ask them to reschedule if they have any Covid symptoms. Unfortunately, clearing the waiting list which built during the time we were offering a limited service, has resulted in a rolling delay in appointment availability. Our clients have been very understanding, and are very appreciative of the advice we have been able to give them while they wait to be seen in person. As 2022-23 brings with it plans of a new service model, which our Chief Executive will give some further details about in our Annual General Meeting, we hope to be able to see more people with a much smaller waiting list, reducing the time clients need to wait to receive valuable advice.

## **Statistics**

Our Locum Occupational Therapist and OT Assistant were able to complete nearly 200 assessments during the year, despite only working part-time hours, and the team answered nearly 900 general enquiries. There were over 400 different needs assessed, showing that on average each client asks for help in two different areas of their daily living.

## **Client Feedback**

Here are a few of the comments we received following face-to-face appointments, or telephone/email advice from our OT and OTA:

*"Thank you so much for your help and guidance at my assessment last week, I am so pleased that I came to see you before I went off and bought a scooter! Thankfully I had the assessment and am now thinking of purchasing a power chair instead. I had a lovely afternoon and so did my friend as she picked up a few points for her husband too."*

*"Thank you very much to Julie for her time and patience introducing us to so many possible mobility aids. It was a very enjoyable morning."*

*"Thanks for this information and your help and time in demonstrating and explaining our options yesterday morning. Now it's decision time!"*

*"Thank you so much for your time today and for all the information, I really do appreciate your help. I feel now that we can maybe move forward and there is hope!"*

Chantelle Mead  
Office Manager

## **Financial Review**

The net deficit for the financial year 2021/22 amounted to £9,594 (2020/21: £13,069) which has been met from unrestricted reserves. The reduction in the net deficit from 2020/21 is largely due to unfilled staff vacancies following retirement.

Income from Medequip relating to salaries continues to be higher than the related salary costs due to staff vacancies, the vacant posts not yet being filled. Covid-19 has continued to impact the number of appointments and bookings with a consequential effect on income.

## **Principal Funding Sources**

Our advice and assessment service is funded partly by Wiltshire Council through a contract with Medequip, and partly from BANES Council. We have worked with Medequip, the Community Equipment Service Provider, for many years, and this has provided some stability.

The Centre has a retail area with a range of small goods such as walking sticks, cups, cutlery, medication aids; this provides a small income via sales commission.

We are seeking to increase funding from various sources so that we can extend our services and help more people.

We welcome donations from visitors to the centre, and via the website.

## **Investment Policy**

The Charity does not have any significant capital investments.

## **Reserves Policy**

The Charity's reserves policy is to hold at a minimum of £20,000 of the unrestricted funds as cash on deposit or in the bank to cover the redundancy costs of ILC staff should redundancies occur.

Free reserves at the year-end (unrestricted reserves not represented by fixed assets and investments) amounted to £31,938 (2020/21: £30,563).

## **Plans for the Future**

The charity plans to continue the activities outlined above in the forthcoming years, subject to available funding. We have continued to operate at a deficit which has reduced our reserves and is not sustainable in the long term. The Trustees have conducted a strategic review and aim to generate additional funds through the development of a donated income stream, grants and the generation of commercial revenue from new services. The resulting service redesign that has been initiated will allow a more flexible service delivery model which should provide additional opportunities to generate future income.

## **Structure, Governance and Management**

### **Governing Document**

The Wiltshire & Bath Independent Living Trust is a charitable company limited by guarantee, incorporated on 29 August 1990 and registered as a charity on 25 October 1990. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

### **Recruitment and Appointment of Trustees**

The directors of the company are also charity trustees for the purposes of charity law. The Trustees are elected at the Annual General Meeting, with any casual vacancies arising during the year being filled by the co-opting of additional Trustees. The Trustees are chosen for their breadth of experience in disability issues and business skills, although persons with additional and wide ranging skills are encouraged to become Trustees to add to the overall skill levels available to be called upon. In an effort to maintain this broad skill mix, Trustees provide a list of their skills (and update it each year) and in the event of particular skills being lost due to resignation, these are highlighted in recruitment advertisements.

All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 7 to the accounts. The Honorary Treasurer receives an Honorarium, documented in the accounts.

### **Trustee Induction and Training**

We have a Trustee induction programme, which includes familiarisation with the work of the ILC, by attending sessions with the Occupational Therapist team and Benefits Advisor.

We are a member of the National Council for Voluntary Organisations (NCVO) and provide access to their on-line training materials.

## **Risk Management**

The Trustees have conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the centre. These procedures are periodically reviewed to ensure that they continue to meet the needs of the charity.

## **Organisational Structure**

The Chief Executive is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met, and has responsibility alongside the Office Manager for the day to day operational management of the Centre, individual supervision of the ILC staff team and also ensuring that the team continue to develop their skills and working practices.

Dr AK Clarke is the President of the Charity. The board of Trustees appoints a Chair and Honorary Treasurer at the Annual Meeting.

## **Related Parties**

The ILC independent advice service is delivered in partnership with Medequip, who provide the Community Equipment Service for Wiltshire Council.

## **Responsibilities of the Trustees**

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year.

In preparing those financial statements, the trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is not appropriate to assume that the company will continue on that basis.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 1985. The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Trustees, who are directors for the purpose of company law, who served during the year and up to the date of this report are set out on Page 2.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- as the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.



## Independent Examiners

Haines Watts were re-appointed as the charitable company's Independent Examiners during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small entities.

Approved by the board of Trustees on 25th October 2022 and signed on its behalf by:

A handwritten signature in black ink, appearing to read 'ND Harris', with a horizontal line underneath the name.

**Professor N D Harris, Chair of Trustees, Director**

