



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 2023**

Report of the Trustees for the year ended 31 March 2023

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 2023.

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 S J Truelove
Mr D Trethewey (Appointed September 2022)

Chief Executive Officer

Mr Neil Baker

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.

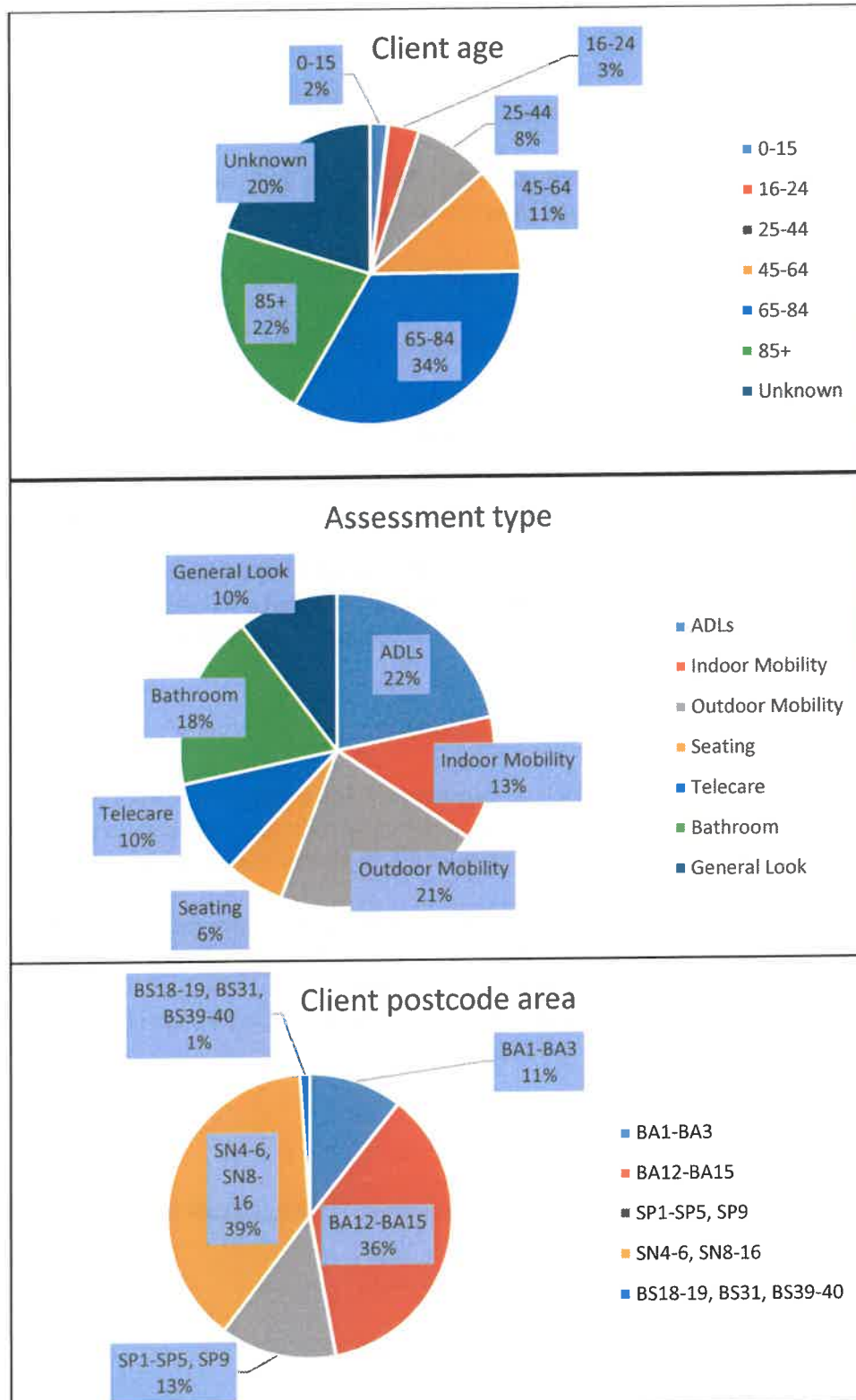
Who used and benefited from our services?

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 our returning Occupational Therapist Christine Bott in 2022/23, however she could only offer appointments one day a week. We increased the number of people we were able to support by offering advice and information from our OT Assistant via email and phone, and by encouraging Health and Adult Social Care OTs to use our centre with their 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

As you will see from the report of our Chief Executive, this year we have focused on increasing the number of clients that we see. I am pleased that Neil and team have made good progress with this objective. In July 2023, the Trustees and several of our major stakeholders, met together to develop a long-term vision for the ILC and to develop a strategy to deliver this. I can sum up the vision in just two words – do more!

We are aware that there are increasing numbers of people who could benefit from our services, if we had additional resources that we need. I would like to express my appreciation to our dedicated team of staff and Trustees who are committed to making this happen. We have a great facility in the ILC building and a strong team. I am excited and optimistic about the possibilities of what we can achieve over the next few years ahead.

If you share our belief that people with disabilities should be able to live safe and well at home, and be able to achieve their full potential, then please do consider supporting us, by volunteering or making a regular donation. Thank you.

Nigel Harris
Chair of Trustees

Chief Executive Report

The financial year 2022/2023 presented many opportunities and challenges for us. We continued to review the way we deliver our service so that we can see more clients and ensure the longer-term sustainability of the service. We commissioned some external resources to help us with this, which resulted in us moving from an almost entirely Occupational Therapist led service dealing with quite complex cases, to a service that focussed on seeing more clients with less complex needs and without compromising the quality or integrity of services for our clients. Feedback and testimonials to the new service have been positive and our key performance indicators have shown that we are continuing to meet our service delivery objectives, see more people and provide excellent outcomes.

We have a sound financial base, but like most small charities, securing unrestricted funding is a challenge for us. Two valuable sources of ongoing income prevailed during the year: our contract with Medequip which is funded through Wiltshire Council continued, and this funds the main Occupational Therapy services; our contract with Bath & North East Somerset Council was also renewed from April 2023. We were also fortunate to secure grants from the Albert Hunt Trust, the Garfield Weston Foundation and Melksham Town Council's Local Area Board. We extend our wholehearted thanks to all our funders whose support contributes significantly to our ability carry out our work.

We continue to host several charities in our building. During the year we were pleased to welcome Rethink Mental Illness as our latest tenants. They join Healthwatch, Wiltshire Service Users Network and Carers Support. Supporting our tenants to carry out their work and to offer accessible space to other organisations remains a key objective for us and the revenue from them 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. Our priorities are to focus on funding, strengthen partnership working and expanding our digital offering.

I am extremely proud of the 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 also like to thank the Board of Trustees for their ongoing commitment and support which is so vital in ensuring the good work of the charity can continue. I am confident that with the skills and commitment we have in our staff and Trustee team, we will celebrate another positive year that will stand us in good stead for the future.

Neil Baker
Chief Executive

Centre Manager Report

January 2023 saw our previous Occupational Therapist, Christine Bott, return to the centre for one day a week, taking over from our Locum OT who had covered the service in 2022. Although Chris was only able to offer an extremely limited service, we were successful in seeing even more clients than the previous year, due to the winning teamwork with our Occupational Therapy Assistant, who was able to triage the appointments to increase efficiency, on top of answering information requests from clients and professionals. In addition to this, we were pleased that Occupational Therapists from Health, Adult Social Care, and other local organisations such as Dorothy House, continued to use our centre for their own assessments with clients. Our manual handling training room remained as busy as ever, with essential health and care agencies continuing to hire this space.

In 2022-2023 we managed to start attending publicity events again following Covid, and our OT Assistant was able to restart the training sessions we offer for local professionals, including equipment demonstrations and study days. These events are always very popular, and are another way the ILC continues to help the local community, even when there is a delay in appointment availability.

We continue to have a close relationship with the local mobility retailers, and their support is essential to allow us to demonstrate the most up-to-date equipment to our clients. We are very thankful for the items they share with us on short or long term loan, as well as the demo equipment sent to us by manufacturers directly.

Statistics

Our Occupational Therapist and OT Assistant were able to complete nearly 250 assessments during the year, despite only working part-time hours, and the team answered nearly 800 general enquiries. There were over 475 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:

"Christine was so informed. She was so helpful. Didn't patronise. Very tactful. Absolutely brilliant"

"Wide choice, most helpful explanation, patience, courtesy from Christine"

"Good thorough explanations of the equipment, and sympathy to individual situation"

"Absolutely wonderful. An invaluable service – thank you so much"

"Each of the apparatus was discussed in detail and examples given/used. I was also surprised by the number of items on show and available to use and try"

Chantelle Mead
Centre Manager

Financial Review

The net deficit for the financial year 2022/23 amounted to £22,667 (2021/22: £9,594). This has been met from unrestricted reserves.

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.

The services provided by the ILC are supported entirely by grants and donations, income from hiring out meeting and training rooms, and the rental of office space in our building to other charities.

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 £23,841 (2021/22: £31,938).

Plans for the Future

We have continued to operate at a deficit which has reduced our reserves: this is not sustainable in the long term. The Trustees and Chief Executive Officer continue to work together to secure additional recurring or non-recurring income from charitable funds, grants and commercial activities to improve the financial situation. The budget for 2023/24 reflects a planned breakeven position.

The Trust will continue its usual programme of providing free advice and assessment services to members of the public, educational opportunities and assistance to professionals working with the elderly and the disabled and seek to maintain good working relationships with Medequip, the principal contractor to Wiltshire Council for the provision of services such as ours.

The charity plans to continue the activities outlined above in the forthcoming years, subject to available funding.

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-option 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.

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 Centre 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 24th October 2023 and signed on its behalf by:



Professor N D Harris, Chair of Trustees, Director