

Shelter Cymru

**Annual Report and Accounts
2010/11**

**Welsh Housing Aid Limited
Operating as Shelter Cymru**

**Company No. 1830262
Charity No. 515902**

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Chair's introduction

As Chair of the Board of Trustees I want to begin this report by acknowledging the commitment, hard work and support of Shelter Cymru's funders, donors, staff, volunteers and my fellow trustees that have helped the organisation achieve so much in 2010/11

The economic crisis of the last year has meant that more people have needed our services, simultaneously, our external public funding has decreased. This has led us to make cuts in our workforce, leaving the remaining staff to handle an increased workload. Wherever possible, we have tried to avoid compulsory redundancies. However, some have been inevitable. Some of the staff we have had to lose had given the organisation superb service over many years. We said goodbye to them with deep sadness and profound gratitude for their contribution.

During the year we have created different ways of working in order to manage the higher workload/lower staff numbers conundrum. I am sure we will have to do more of this in 2011/12 and our new ICT system should help us in this regard.

I retire from the Chair this year, but will remain on the Board of Trustees. I know that my successor will enjoy the full, exceptionally competent, support of the staff, the officers group and the Board.

As a charitable organisation, we face challenging and uncertain times, but we are determined to continue our fight against homelessness issues throughout Wales to the best of our abilities and resources.

John Killion
Chair

Foreword

For many people in Wales this has been a tough and challenging year. More people have found themselves at risk of losing their homes due to mortgage and rent arrears, and housing need is growing as affordable homes become increasingly in short supply.

For Shelter Cymru as well, this has been one of the most difficult in recent years. Service contract targets became more challenging and against a background of funding cuts the organisation implemented a cost saving re-structure both to meet immediate financial pressures and future challenges.

It speaks highly of the commitment of the staff that despite all these potential distractions Shelter Cymru helped more people than ever before and saw, in its 30th year of work in Wales, its policy and campaign ambitions take a significant step forward.

That is why the work of Shelter Cymru is so important. All over Wales every year we help thousands of people through our national network of advice services and projects, and make a significant positive difference to their lives. We also take the evidence from this casework to lobby and campaign for improved legislation and more resources to prevent homelessness in the future.

This work would not be possible without the support we receive from a wide range of supporters and partners. I hope that we can rely upon this continuing in the coming years as it is clear that demand from people in housing need for our services will continue to grow.

John Puzey
Director

Legal and Administrative Information

Registered charity no 515902

A company limited by guarantee, registered in Cardiff, no 1830262

President

Bryn Terfel CBE

Vice Presidents

Huw Edwards

Rebecca Evans

Robert Maskrey

Samantha Maskrey

Cerys Matthews

Board of Trustees

John Killion (Chair)

Terry Brenig-Jones (Vice Chair)

Jeff Phillips (Treasurer)

Nicholas Colbourne

Stewart Davison

Ranjit Ghoshal

Antony Griew (resigned on 10th March 2011)

Shayne Hembrow (appointed on 9th June 2011)

Nina Langrish

Diane McCrea

Geoffrey Marshall (resigned on 10th March 2011)

Ana Palazon

Mark Sheridan (appointed on 10th March 2011)

Marilyn Thomas (resigned on 10th March 2011)

Annie Williams (appointed on 10th March 2011)

Chief Executive

John Puzey

Company Secretary

Owen Burt (resigned on 30th September 2011)

Principal and Registered Office

25 Walter Road, Swansea, SA1 5NN

Principal Bankers

Co-operative Bank, South Wales Corporate Banking Centre, 16-17 High Street, Cardiff CF1 1SW

Solicitors

Douglas-Jones Mercer, 16 Axis Court, Mallard Way, Swansea Vale, Swansea SA7 0AJ

Auditors

Broomfield Alexander Ltd, Waters Lane Chambers, Waters Lane, Newport, Gwent, NP20 1LA

Highlights of 2010/11

- advised over 16,300 people in housing need, including households with 6,350 dependent children
- homelessness prevented in over 86% of relevant cases
- over 24,300 housing problems dealt with, an increase of 3% on the previous year
- the most common problems giving rise to the threat of homelessness were rent arrears, housing benefit problems and other financial difficulties, mortgage arrears, landlord and tenant disputes and poor housing conditions e.g. dampness and disrepair
- helped over 1,300 owner occupier households, 2,000 social housing tenant households, 2,300 private rented households and over 700 households who were living in temporary accommodation
- 96% of service users were satisfied or very satisfied with the help they received and over 96% said they would recommend our services to others
- More than £800,000 recovered by our specialist debt, benefits advice and support services that worked with over 800 new clients during the year
- Successfully secured Big Lottery Funding for two new services, a community debt advice project in Wrexham and an advice project working with people over 50 years old in Carmarthenshire
- Significant research reports launched during the year into the costs of poor housing to the NHS in Wales and the long term affects on households, of being found intentional homelessness
- Launch of the Work It Out (WIO) project which provides information and advice to people in employment who may be facing housing problems but do not know what help is available
- the Empty Homes project and empty homes reporting website, continued to both identify empty homes in the private sector and highlight solutions to bringing back into use for people in housing need
- excellent satisfaction rates for our training courses and policy seminars with over 95% of delegates satisfied or very satisfied and saying they would attend Shelter Cymru events again

Our Vision

Shelter Cymru's vision is that everyone in Wales should have a decent home

We believe -

- a home is a fundamental right and essential to the health and well-being of people and communities
- there must be major changes to law, to the culture and delivery of services and the level of resources if homelessness and housing need are to be finally eradicated in Wales

Our Values

Independence

We work for people in housing need without fear or favour

We will constructively challenge to ensure people are properly assisted and to improve practice and learning

Respect

We work as equals with the people who use our services

We will help people identify the best options to find and keep a home and take control of their own lives

Our Mission

We will improve people's lives through our advice and support services and through training, education and information work. Through our policy, research, campaigning and lobbying, we aim to help overcome the barriers that stand in the way of our vision for all people in Wales to have a decent home

Statement of Public Benefit

Under the Charities Act 2006, charities are required to demonstrate that their aims are for the public benefit

The two key principles that must be met in this context are, first, that there must be an identifiable benefit or benefits, and, secondly, that the benefit must be to the public, or a section of the public

Charity trustees must ensure that they carry out their charity's aims for the public benefit, must have regard to the Charity Commission's guidance, and must report on public benefit in their Annual Report

Shelter Cymru's Board of Trustees regularly monitors and reviews the success of the organisation in meeting its key objectives. The Trustees confirm, in the light of the guidance, that the organisation's aims fully meet the public benefit test and that all the activities of the charity, described in this report under the strategic and corporate development goals are undertaken in pursuit of its aims

Report of the Board of Trustees

What did we achieve in 2010/11?

The 2010/2011 corporate plan marked the final year of the 2008-2011 Three Year Plan, *Time for Change*. It was recognised at the beginning of the year that this would be a particularly challenging twelve months

- More people in Wales would be suffering the effects of the economic situation and seeking help from Shelter Cymru
- Funding our services would become increasingly more difficult as public spending was reduced and service contracts were subject to much more challenging outcome expectations

In addition it was recognised that this situation would become even more pressing in the 2011/2012 period. In particular, the reduction of Legal Services Commission fees for the Legal Help services, and the significant reduction in the scope of Legal Aid taken forward by the UK Government

As such the year has not only been about continuing to take forward the key objectives outlined in our Three year Plan, but also undertaking a fundamental strategic review of the organisation, including its capacity and structure, and developing a new three year strategy to meet the new challenges

A new Statement of Strategic intent was drafted with an emphasis on our aims of both helping more people in the coming period and ensuring that people in housing need have a greater input into our work including our services, campaigns and strategic direction

The strategic review was completed and implemented. This led to significant changes to the senior management structure, and a reorganisation and reduction in the workforce, but with the aim of continuing to meet our key objectives - in particular working with people in housing need and positively influencing the legislative and policy agenda in Wales

The report on the year's achievements is set out under each of the Three Year Plan strategic objectives

Goal 1: We want all people facing or experiencing homelessness and housing need to have the right to a decent home and the help they need to find and maintain it

Changing law and culture

Our work to positively improve homelessness policy, practice and services to make them more accessible and people-focused, fell into two distinct phases during the year

Initially we focussed on making the case for positive changes to homelessness law in Wales to all of the political parties in the run up to the Welsh Assembly elections in May 2011. Then, once the new Welsh Government (WG) was formed, we provided evidence and information as to why change was necessary and called for the review of the current legal and policy framework, promised by the previous government, to be implemented

The Minister responsible for housing announced that the review of homelessness law would go ahead and in addition, Shelter Cymru was funded by the WG to facilitate a service user panel providing a platform for people who had experienced homelessness services in Wales to contribute to the review. The user perspective along with the research into the impacts of Intentional Homelessness, completed earlier in the year, will provide important evidence for the review that is expected to be complete in early 2012

Responding to mortgage repossessions

The trend over the past three years of increasing numbers of people in mortgage arrears coming to our housing advice services for help continued in 2010-2011

It is important to emphasise the success of our housing services in preventing homelessness among people in mortgage arrears and in particular working at a local level to make the government's Mortgage Rescue Scheme a success

During the year a policy briefing was also released identifying mortgage 'hot spots' in Wales and encouraging local authorities and their partners to develop 'spend to save' schemes and reinforce advice services, in order to prevent homelessness occurring

Goal 2: We want all people to have a home that suits their needs and helps them achieve fulfilled lives

Shelter Cymru continued to make the case for an increase in resources to provide a greater range of housing options, particularly in bringing empty homes back into use and improving the private rented sector

The Empty Homes campaign

Welsh Government funding for Shelter Cymru's project working with local authorities to bring empty homes back into use for people in need, came to an end during the year. However it has left a significant legacy, not least ensuring that the issue of empty homes, at a time of severe housing shortages, is top of the political agenda

The Welsh Government has announced an all Wales Empty Homes initiative and the issue will be examined as part of the discussions concerning a new Welsh Housing Bill. Shelter Cymru will be involved in the task groups looking at implementing these initiatives

Another important part of the legacy of the empty homes project is the establishment of a regional empty homes officer's forum which exchanges information and good practice and the continued support of the Empty Homes reporting website

Developing the private rented sector

Our Housing Services undertake a disproportionate amount of work with households from the private rented sector in Wales, with problems such as disrepair and facing homelessness through the ending of short-term tenancies

A considerable amount of policy work took place in the year over how the private rented sector in Wales can be improved and modernised. We provided evidence to the national Assembly Culture and Communities Committee on improving the private rented sector and provided Assembly members with briefings on how the sector can be changed in Wales. This resulted in a short debate on our proposals led by Lord Dafydd Elis Thomas

Housing and Health

During the year Shelter Cymru commissioned and launched a report, undertaken by the Building Research Establishment, into the health costs of poor housing in Wales. The report concluded that each year it cost the NHS in Wales approximately £67 million to treat illnesses and accidents as a result of category one hazards in homes. The wider social costs of poor housing were estimated to be over £160 million a year in Wales

The report has contributed to discussions over possible joint health and housing initiatives and has been referenced by both the Minister for Housing and the Minister for Health

Goal 3: To achieve a network of advice and support services that deliver the best possible outcomes for people in housing need

Increasing the accessibility of services and improving the client experience

Following a successful tendering process for Legal Service Commission Legal Help and Court Duty contracts, Shelter Cymru's unique national network of specialist advice services and support projects was extended in 2010-2011 to cover all local authorities in Wales

Our advice service and support projects dealt with over 24,300 housing problems in the year, an increase of 3% over the previous year, assisting 16,300 people, in households including 6,350 dependent children

Understanding our clients' needs, getting feedback from users and responding to this to improve the effectiveness of services is very important to the organisation. We continued throughout the year to gather direct feedback from clients and focus groups to help assess the longer-term impact of our work, surveys of the underlying causes of problems, analysis of complaints and the learning from these and feedback from other stakeholders

Casework statistics and feedback show that our advisers continue to be very successful in achieving positive outcomes for clients. Homelessness was prevented in over 86% of relevant cases, 96% of users were satisfied with the services they received, and over 96% said they would recommend our services to others

Complementary services and projects

In addition to expanding the core specialist advice service we also aim to develop our portfolio of other projects that tackle aspects of homelessness and related issues. Through early intervention, providing intensive support when required and focusing on sustainable outcomes, these projects can reduce repeat homelessness and tackle the underlying causes of clients' problems

The Valleys Inclusion Project (VIP) works with households facing homelessness because of alleged anti-social behavior. The project, funded by the Big Lottery Fund, WAG and Caerphilly County Borough Council operates in the Caerphilly and Rhondda Cynon Taf areas and includes a specialist Children's Worker providing support to children and young people involved in cases of alleged anti-social behavior. An evaluation of the service showed that it is overwhelmingly successful in keeping people in their own homes and that service users interviewed were very happy with the support they had received from the VIP.

Funding applications for the continuation of the service, submitted in the year to the Big Lottery and Children in Need, were successful which means that the VIP will continue its excellent work for at least another three years.

Specialist money advice projects, funded through the Financial Inclusion Fund, complement the work of our core service and more effectively address the needs of the growing number of clients with significant debt problems. In 2010/11 this service dealt with 521 new clients and managed to get £170,000 of debt written off and negotiated more affordable repayments for many more clients.

The Independent Housing Support Services in Flintshire and Gwynedd worked with 144 new households during the year, and almost 220 households in total. Intensive on-going support was provided on a wide range of issues that enabled vulnerable clients at risk of homelessness to remain in their homes, and financial gains of almost £124,000 were recorded for clients.

The South Wales Rent Arrears & Income Maximisation projects, working with tenants of a number of registered social landlords, saw over 231 new households in total and generated financial benefits for users in excess of £470,000.

Prison Link Cymru (PLC) assisted over 300 former prisoners seeking accommodation in North Wales. The service seeks to prevent homelessness among former prisoners that can lead to higher rates of re-offending. It also focuses on earlier intervention when clients are received into custody.

The Legal Services Team within Shelter Cymru continues to operate the Housing element of the LSC Wales Specialist Support Service, offering second tier expert advice and opinion to agencies and advisors on the front line. This service is vital to ensuring clients receive the best expert advice and help available, especially when dealing with more complex legal cases.

Goal 4: We want people to be aware of and understand the impact and causes of homelessness and housing need, and how to access services and help if they experience housing problems

Commission of Inquiry

In our 25th year of work in Wales, Shelter Cymru convened an influential independent Commission of Inquiry, chaired by the Archbishop of Wales, to consider ways in which homelessness and poor housing in Wales could be addressed. In our 30th year the Commission was asked to re-convene and consider what progress had been made during the subsequent five years.

The Commission report was presented to the First Minister and the Minister for Housing, Regeneration and Heritage at the Shelter Cymru Annual Conference. Many of the proposals from the first report, and the follow up review of progress, can now be said to be a part of the mainstream housing policy agenda of the Welsh Government.

Policy influence and dissemination

In the run up to the Welsh Assembly elections we provided all the political parties in Wales with information briefings on the impacts on our beneficiaries of homelessness and poor housing and highlighted a range of possible practical policy solutions.

All the political party manifestos included a number of our key proposals including empty homes initiatives and modernising the private rented sector.

Almost 700 people supported our joint campaign concerning the impact of cuts to housing benefit and we led a partnership public information campaign on alerting people to the changes to housing benefit and how to minimise the potential impacts.

Information and advice.

Advice on-Line, our comprehensive guide to housing law, policy and practice was extensively used during the year with over 47,000 pages viewed. The service supports our Work it Out project, which was launched during the year to take housing information and advice into the workplace.

During the year the Shelter Cymru site as a whole recorded over 350,000 page views and over 45,000 unique visitors.

Education and information for young people

Our Education Service continued to promote early prevention and leaving home education to schools and youth organisations. The housemate website received up to 400 unique visitors per month providing anyone with access to leaving home materials for use in education and homelessness prevention work.

The service worked closely with local authorities and partners to spread good practice. Bespoke lesson plans were developed for a number of new partners including the North Wales Credit union and a unique housing programme for the young offenders unit of Parc Prison. This module will be promoted as an awareness raising, prevention tool to other Institutions.

This year saw the Core Group Cymru funded by the Joseph Rowntree Foundation give their views to the Welsh Government regarding the inclusion of leaving home education within the national curriculum.

Training

1,343 people attended our programme of public training courses and events. Our courses maintained an enviable "good" to "excellent" score on the quality of the training from over 99% of participants, while our events scored 4.2 out of a potential 5 from delegates.

30th Birthday

The year saw a number of events to mark the 30th year of Shelter Cymru's work in Wales including a Birthday dinner generously sponsored by the Principality Building Society and a very successful Cardiff to Paris sponsored bike ride. The 30th Birthday Annual Conference was opened by the First Minister for Wales Carwyn Jones AM and the Minister for Housing, Regeneration and Heritage, Huw Lewis AM, gave the keynote speech.

Also in the year we launched, jointly, with the Chartered Institute of Housing Cymru, an Assembly Cross Party Housing Group which seeks to find areas of consensus and all party support on housing policy matters.

Goal 5: To harness the energy, commitment and ideas of staff and trustees to maintain a dynamic and exciting organisation that is able to learn, innovate and grow

Staff

Shelter Cymru recognises that the people working for the organisation are its major asset and is committed to supporting and developing all staff and volunteers. However the Trustees recognise that this has been a year of uncertainty and change for the organisation and its staff.

The year saw a significant re-structuring of the leadership of the organisation, resulting in a smaller senior management team focussing on the core aims of the organisation. In addition, during the year the new Head of Finance post was filled and a Business Development Manager recruited to help develop new sources of income and to establish an enterprise culture across the organisation.

Unfortunately, restructuring and other changes to the organisation meant that a number of staff were made redundant. The trustees wish to thank all staff for their commitment and hard work during this period. It is worth noting that despite the potential distractions and uncertainties, the level of work with people in housing need increased by 3% compared to the previous year. In addition the year can also be said to be one of our most successful in terms of influencing the policy agenda.

Although this has been a difficult year for staff with a great deal of uncertainty and change, considerable effort was made to ensure that everyone was supported to ensure individual development opportunities were identified. The staff survey, undertaken during the year, still showed a high level (85%) of engagement with the organisation despite the uncertainty. Understandably, some areas showed lower results compared to the 2009 survey satisfaction, but satisfaction with review and appraisals had increased.

Improving IT

The Board recognises the key role that IT plays in the delivery of services both internally and externally. A new IT strategy that includes significant investment in the infrastructure was approved in 2009/10. Implementation was, however, delayed until the outcome of the LSC contract bids was known and will now be implemented in 2011/12. This will provide a standard platform for IT services across the organisation improving efficiency and helping to deliver our key service and policy aims.

Structure, Governance and Management

The Board and governance developments

Shelter Cymru (formally registered as 'Welsh Housing Aid Limited') is constituted as a company limited by guarantee and is governed by its Memorandum and Articles of Association

The Board of Trustees, who are also directors of the charity for the purposes of the Companies Act, have overall responsibility for the direction, management and control of the charity. Some of these activities are delegated to sub-committees of the Board and overall operational management is delegated to the Chief Executive and Senior Management Team.

The Board currently has 12 members, out of a maximum of 16. Regular open recruitment programmes are undertaken and applicants are interviewed by the Governance sub-committee and appointed to meet the skills, competencies and experience requirements of the Board. The Trustees may serve two terms of four years before standing down for a minimum of one year.

All new Trustees are given a thorough induction programme and issued with a Trustees handbook explaining their role and responsibilities as a Trustee. This was reviewed and updated during the year and re-issued to all Board members. All Trustees are also kept up to date with developments through regular bulletins, training where appropriate, attendance at Shelter Cymru events and are encouraged to visit offices to meet staff and see services in action.

In 2010/11 the Board met on five occasions with the Audit, sub-committee meeting on four occasions and the Governance Development and Quality & Learning sub-committees meeting on three occasions. The Officers Group, consisting of the Chair, Vice Chair and Treasurer met a number of times with the Director in between formal Board meetings.

The Trustees continue to review and develop policies and practices for effective governance and to ensure they are following best practice in the sector. The Governance Review, initiated in 2008/09, was successfully completed during the year with all areas of potential risk significantly reduced. The Governance Development sub-committee set out a new set of Governance standards, which will drive a new improvement programme in 2011/12.

Throughout the year work continued on improving links and relationships with Shelter, our sister organisation in England and Scotland. This included meetings between the Chairs and Chief Executives to identify areas where greater collaboration will be of mutual benefit to both organisations and our clients.

Looking Ahead: challenges for 2011/12 and beyond

- A new Three Year Strategic Plan has been launched with a commitment to help more people and to involve users more directly in the development of the organisation, campaigning work and service delivery
- New ways of delivering services will be explored to improve access to our services including using new technology and improving further collaboration with other key services
- In the face of public expenditure cuts and dramatic changes to legal aid funding the business development strategy will be crucial in raising new funds to maintain services and policy and campaign work
- The proposed housing bill will provide an important focus for our policy and research work in the coming period with involvement in many of the key task groups taking the legislation forward
- The work of raising public awareness of the consequences of homelessness and poor housing and how to get help will become even more crucial during the coming period as more people experience financial difficulties and the potential loss of their homes

Financial Review

Financial Strategy

This year marked the final year of the Financial Strategy 2008/11 that was developed to support the strategic plan with the aims to increase stability, diversify income to reduce dependence on statutory sources, ensure we are able to continue to provide good terms and conditions for staff and make resources available to develop innovative new projects. The principles in the strategy have been used to develop the budget each year during this period and it is encouraging that, despite the difficult economic conditions, most targets were achieved.

Work on developing new income streams and exploring opportunities were delayed, but during the year, the new Head of Finance and Business Development Managers posts were filled and work has now begun on developing new income streams, within the new Strategy and Development Team.

The three year Financial Strategy for 2011/14 has been developed and approved by the trustees. The new Financial Strategy aims to achieve long term financial stability by diversifying income, with a secure base of core services programme funding to cover the key services and generating surpluses, through general fundraising and contract income to invest in core services where full cost recovery can't be achieved, through ensuring efficient use of resources, and to maintain and increase reserves for the future investment by Shelter Cymru.

Financial Performance

This year has seen significant financial challenges with pressures on funding from all sources, the challenges of meeting the new LSC contract performance targets, and the cost implications of the restructure of the organisation. Despite this, Shelter Cymru was able to maintain its overall income and achieve most budget targets.

The Statement of Financial Activities (SOFA) is set out on page 25 of the financial statements.

Shelter Cymru received incoming resources of £3,853,792 of which £171,526 (4.5%) was spent on generating funds, £3,754,391 (97.4%) was spent on direct charitable activities, and £6,833 (0.2%) on governance costs. This resulted in net outgoing resources of £78,958 (2.0%).

The key results for 2010/11 included:

- fundraising income of £398,000 (up by 52.5% on the previous year) which was a very satisfactory outcome in the current economic climate
- grant, LSC contract and training income increased by 0.8% to £3.2 million
- research income fell by 1.5% to £81,000
- interest received improved only slightly to £1,766 because of continuing low base rates
- other income increased by £14,000 to £26,000
- 99% of all income was spent on the direct costs of charitable activities

Particular efforts were also made to identify cost savings through efficiency drives to respond to fluctuations in income, and in offsetting the restructure redundancy costs that were incurred. These contributed significantly to Shelter Cymru being able to end the year with general reserve levels in line with its reserve policy.

The outcome for the year was a deficit of £78,958 that reduced reserve levels to £578,580.

Fundraising

The adverse economic climate continued to impact on the fundraising programme, nevertheless, new supporters were recruited and existing supporters maintained generous support

Shelter Cymru's 30th Birthday celebrations began with a dinner at the St David's Hotel in Cardiff, sponsored by The Principality Building Society. During September, fifteen supporters and staff members cycled from Cardiff to Paris and through sponsorship raised a significant amount of money for the Charity. The outstanding success of these new Birthday-related events provides new opportunities to repeat them during years to come.

The Annual Welsh Art Auction was again an outstanding success with over £20,000 raised, we would like to thank all of the artists who donated their work so generously.

Golf played a major role in our fundraising activities during the year. The Junior Golf Championship attracted entries from over 600 young golfers. In addition, 300 even younger players competed in a spin off event – The Welsh Mini Masters. Both events are backed by the governing body of the sport in Wales and look set to grow in the years ahead. The adults weren't left out with a day in Swansea that was over-subscribed.

Although it is the larger donations and events that catch the eye and get media attention, equally important is the support received from community councils, schools, religious groups, other community organisations and individuals whose generosity helps us to keep our services going from day to day.

Charitable trusts continue to be a significant source of income for us. However, such trusts are faced with a reduced pot of money available for distribution - due to lower interest and dividend payments from their investments. Also, competition from other charities and organisations has increased significantly. We are therefore very grateful to all the trusts that supported us so generously during the year.

We received a number of legacies during the course of the year - including one valued at nearly £50,000. Getting the message to people about leaving legacies to charities like Shelter Cymru is a vital part of raising funds for good causes in these difficult times.

People raise funds for the organisation in all sorts of ways and Shelter Cymru would like to thank everyone for their support during the past year, but one person went the extra mile – in fact 350 miles. S4C presenter Lowri Morgan nominated Shelter Cymru as her charity, taking part in an ultra marathon in the Arctic Circle. Lowri was only the 7th person ever to complete the event in 174 hours and 8 minutes. The event is described as the Toughest, Coldest and Windiest Extreme Ultra Marathon on the Planet.

To everyone who has contributed over the past year may we say a big thank you. We would particularly like to thank the following for donations of £5,000 or more:

Marjorie Johns – deceased	£47,710
The Tolkien Trust	£25,000
Anonymous	£12,000
The Jane Hodge Foundation	£5,000
JE McLellan – deceased	£5,000

Reserves

Under the requirements of the Statement of Recommended Practice on Accounting and Reporting by Charities 2005, Shelter Cymru segregates its funds into those that are restricted and those that are unrestricted. Further details of these funds and how they are segregated are included in the notes to these accounts.

The Trustees, in line with current best practice, review the Reserves policy on a regular basis and this is supported by a Reserves strategy linked to the Strategic Plan 2008/11. When undertaking this review, the Trustees considered the financial impact of those risks identified as part of the ongoing risk management process which is reported to the Audit sub-committee on a quarterly basis.

The Reserves policy requires the organisation to hold defined levels of reserves to ensure that ongoing and future activities are reasonably protected from unexpected changes in income and expenditure. The level of reserves required will also fluctuate as the size and operations of the organisation vary.

For 2010/11 the target level was set at £577,000, at the year-end actual Reserves were £578,580.

Risk Management and Internal Control

The Trustees have overall responsibility for ensuring that the organisation operates an appropriate system of controls, financial and otherwise, to provide reasonable assurance that

- the Charity is operating efficiently and effectively
- its assets are safeguarded against unauthorised use or disposal
- proper records are maintained and financial information is reliable
- the Charity complies with relevant laws and regulations

The Audit sub-committee is responsible for monitoring the effectiveness of the internal controls and reports on this to the Board. The systems of control operated within Shelter Cymru are designed to provide reasonable assurance against material misstatement or loss. They include

- a three-year strategic plan
- an annual business plan, budget and cash flow forecast
- a system of key performance indicators
- regular consideration by the Trustees of actual results compared with budgets, forecasts and trends, cash flow and reserve levels
- segregation of duties
- a business risk register and systematic process for identifying and managing risks
- regular reviews of financial procedures and delegated authority

The Trustees, in partnership with the Senior Management Team, monitor risk through a formal management process that assesses and attempts to control areas of defined risk. As part of this process, we have instituted policies on internal controls covering

- identification of the risks that Shelter Cymru faces,
- the level of risks materialising,
- the likelihood of these risks materialising,
- our ability to reduce the incidence and impact on the organisation of the risks that do materialise by maintaining adequate levels of reserves, and
- developed key risk indicators to assist with early warning and effective control of potential risks

Shelter Cymru is committed to its risk management processes and Senior Managers and Trustees are continuing to develop and refine risk management and control processes. A new format Risk Register was introduced in 2010/11 and reviewed quarterly by the Trustees.

Responsibilities of the Board of Trustees

The trustees (who are also directors of Shelter Cymru for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

Company law 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 charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company/group for that period. In preparing these financial statements, the 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,
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They 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

In so far as the trustees are aware there is no relevant audit information of which the charitable company's auditors are unaware, and the 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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

Members of the Board of Trustees

The Board of Trustees, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 4

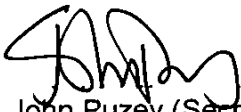
In accordance with company law, as the company's directors, we certify that

- 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

Approved by the Board of Trustees on

8/3/12

and signed on its behalf by



John Puzey (Secretary)

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
FOR THE YEAR ENDED 30 SEPTEMBER 2011**

We have audited the financial statements of Welsh Housing Aid operating as Shelter Cymru for the year ended 30 September 2011 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 United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charity'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 charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company 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 [(APB's)] Ethical Standards for Auditors.

Scope of the audit of the 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 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 30 September 2011 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended,
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006

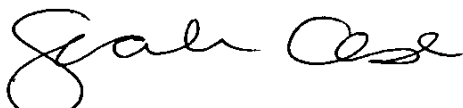
Opinion on other matter prescribed by the Companies Act 2006

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

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,
- the financial statements are not in agreement with the accounting records and returns,
- certain disclosures of trustees' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit



Sarah Case FCA DChA
Senior Statutory Auditor
Broomfield & Alexander Limited
Chartered Accountants and Statutory Auditors
Waters Lane Chambers
Waters Lane
Newport
Gwent
NP20 1LA

Dated 8 3 12

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 30 SEPTEMBER 2011

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2011 £	Total Funds 2010 £
Incoming Resources					
<i>Voluntary Income:</i>					
Shelter Grant		125,000	-	125,000	125,000
Donations	5	397,664	-	397,664	261,236
<i>Income from Charitable activities:</i>					
Grants Receivable	6	-	2,002,345	2,002,345	2,144,708
Legal Services Commission	7	1,122,204	-	1,122,204	937,941
Training and Conferences		98,619	-	98,619	115,728
Research Income		80,570	-	80,570	81,749
<i>Investment Income:</i>					
Interest receivable		1,766	-	1,766	1,322
Other Income		25,624	-	25,624	11,448
Total Incoming Resources		1,851,447	2,002,345	3,853,792	3,679,132
Resources Expended					
Cost of generating Funds	9	171,526	-	171,526	200,027
Charitable Activities	9	1,752,046	2,002,345	3,754,391	3,517,533
Governance Costs	9	6,833	-	6,833	7,332
Total Resources Expended		1,930,405	2,002,345	3,932,750	3,724,892
Net Incoming Resources		(78,958)	-	(78,958)	(45,760)
Funds brought forward at 1 October 2010	17	657,538	-	657,538	703,298
Funds carried forward at 30 September 2011	17	578,580	-	578,580	657,538

The notes on pages 27 to 38 form part of the financial statement

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
BALANCE SHEET AT 30 SEPTEMBER 2011


	Notes	2011 £	£	2010 £	£
FIXED ASSETS					
Tangible Assets	10		45,987		61,239
CURRENT ASSETS					
Stocks	11	767		307	
Work in progress	12	207,931		74,133	
Debtors	13	492,558		357,548	
Cash at bank and in hand		307,820		737,267	
		<u>1,009,076</u>		<u>1,169,255</u>	
CREDITORS					
Amounts falling due within one year	14	<u>(476,483)</u>		<u>(572,956)</u>	
Net Current Assets			<u>532,593</u>		<u>596,299</u>
			<u>578,580</u>		<u>657,538</u>
CAPITAL & FUNDS					
Unrestricted Funds:-					
General Funds	15	497,329		551,538	
Designated Funds	15	81,251		106,000	
Restricted Funds	15	-		-	
Total Funds		<u>578,580</u>		<u>657,538</u>	

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008)

Signed on behalf of the board of directors by

Jeff Phillips, Treasurer

Approved by the board on


8.3.2012

The notes on pages 27 to 38 form part of the financial statement

**WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011**

1. ACCOUNTING POLICIES

Basis of Accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Charities (Accounts and Reports) Regulations 1995, the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005, and with the Financial Reporting Standard for Smaller Entities (effective April 2008), and include the results of the activity described in the directors' report, which is continuing

Cash Flow

The accounts do not include a cash flow statement because the Charity, as a small reporting entity, is exempt from the requirement to prepare such a statement under FRS 1 "Cash Flow Statements"

Fund Accounting

Unrestricted Funds are available for use at the discretion of the directors in furtherance of the general objectives of the Charity and which have not been designated for other purposes

The Trustees have a reserves policy that requires the organisation to hold defined levels of reserves to ensure that ongoing and future activities are reasonably protected from unexpected reductions in income and increases in expenditure (Funds currently earmarked by the Trustees for particular purposes falling in future time periods are set out in note 16)

Restricted funds comprise donations received subject to specific restrictions and grants received in relation to specific housing advice projects

Incoming Resources

Restricted funds are included in the statement of Financial Activities when the Charity is entitled to the income and the income can be quantified with reasonable accuracy

Grant income is accounted for on an accruals basis and shown in the Financial Statements when the Charity earns the unconditional right to funds

Donations and voluntary income are credited to the Financial Statements in the year in which they are received. Legacies are credited to the Financial Statements when there is reasonable assurance to a valuation

Investment income is credited to the Financial Statements when received

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011(Continued)

1. ACCOUNTING POLICIES (continued)

Resources Expended

Resources expended are included in the Financial Statements on an accruals basis as a liability is incurred, including irrecoverable VAT. Cost of generating funds comprises direct costs directly associated with attracting grant and fundraising income, being the proportion of time spent for direct headcount costs. Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities, both costs directly attributable and indirect support costs. Governance costs include those costs associated with meeting constitutional and statutory requirements, principally accounting, audit and AGM expenses.

Repairs and renewals to rented properties are written off in the period in which they are incurred.

Tangible Fixed Assets and Depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

Fixtures & Fittings	15% reducing balance
Computer Equipment	33.5% straight line
Building Improvements	over the period of the lease

Assets below £250 are not capitalised, but included within expenses.

The Trustees do not believe that any assets are impaired and do not carry out impairment reviews.

Pensions

The pension costs charged in the accounts represent the contributions payable by the Charity during the year in accordance with FRS17.

Operating Leases

Payments made in respect of operating leases are charged to the accounts in the year in which they are paid.

Liabilities Policy

Liabilities are recognised in the Financial Statements as they become payable.

Netting off of Income and Expenditure

Income and expenditure are stated gross.

Stock and Work in Progress

Stock is valued at the lower of cost or market value.

Work in Progress is valued at between 80-85% of costs outstanding.

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011

2. NET INCOMING RESOURCES ON ORDINARY ACTIVITIES AFTER CHARGING

	2011 £	2010 £
Audit remuneration	6,200	6,200
Non audit	633	708
Depreciation of tangible assets	28,348	29,182
Operating leases	<u>123,048</u>	<u>62,101</u>

3. EMPLOYEES AND TRUSTEES

	2011 Number	2010 Number
<i>The average number employed by the Company was</i>		
Housing services	97	81
External affairs/fundraising	10	10
Policy	9	9
Infrastructure	8	8
	<u>124</u>	<u>108</u>

Employee Remuneration

	2011 £	2010 £
Wages & salaries	2,447,705	2,402,844
Social security costs	229,774	220,076
Pension costs	155,898	147,133
Restructure redundancy costs	135,148	-
Agency, redundancy and recruitment costs	38,496	-
	<u>3,007,021</u>	<u>2,770,053</u>

	2011 No	2010 No
Number of Employees Salaries between £60,000 - £70,000	<u>1</u>	<u>1</u>

The Trustees did not receive any emoluments. During the year, a total of £3,154 (2010 £1,508) was paid in reimbursements of Trustee expenses to 5 Trustees.

4. TAXATION

As a registered Charity, there is no liability to tax on income and gains falling within Section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992, insofar as these are applied to the charitable objects of the Charity.

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)

5. DONATIONS

	2011 £	2010 £
Sale of Goods	2,298	2,971
Donations received from individuals, corporate bodies, charitable trusts, community councils, religious groups, etc	328,179	228,751
Tax Refunds	19,477	19,214
Legacy	47,710	-
Other Fundraising Income	-	10,300
	<u>397,664</u>	<u>261,236</u>

6. GRANT INCOME RECEIVED

	2011 £	2010 £
Big Lottery Fund		
Rural Information Matters project	-	85,089
Peer Learning project	24,875	55,225
Valleys Inclusion project	111,646	61,447
Email Advice project	15,419	-
Advantage project	522	-
Bridgend CBC	35,810	35,810
Caerphilly CBC	14,125	4,286
Caerphilly CBC VIP	6,250	12,473
CAIS	44,620	44,620
Carmarthenshire CC	5,436	5,872
Charter Housing	23,589	23,458
City & County of Swansea	12,300	12,600
Denbighshire CC	29,314	32,314
Flintshire CC	37,470	37,470
Flintshire CC Supporting People Revenue Grant	121,606	121,984
Gwalia Housing Group	36,075	38,452
Gwynedd CC Supporting People Revenue Grant	97,876	93,159
Hafod Housing Association	10,158	40,556
Melin Housing Association	17,856	17,887
Merthyr Tydfil CBC	-	23,962
Monmouthshire Housing Association	-	10,056
Oak Foundation	5,080	29,786
Powys CC	34,000	34,000
Probation Service – North Wales	22,000	22,000
Probation Service – South Wales	7,516	7,532
Welsh Assembly Government S180 Housing Act	1,272,116	1,245,972
Wales Council for Voluntary Action	-	4,000
Wrexham CBC	11,397	44,698
Miscellaneous	5,289	-
	<u>2,002,345</u>	<u>2,144,708</u>

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)

7. LEGAL SERVICES COMMISSION

	2011	2010
	£	£
Legal Aid Certificated income	161,863	124,520
Legal Services Commission contracts	833,603	710,838
LSC WSSS & Projects	126,738	102,583
	<u>1,122,204</u>	<u>937,941</u>

8. PENSION SCHEME CONTRIBUTIONS

Pension scheme contributions made by the Charity during the period amounted to £155,898 (2010 £147,133) under a defined contribution scheme, the assets of which are held separately from the Charity

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)

9. ANALYSIS OF TOTAL RESOURCES EXPENDED

	Basis of allocation	Housing Services £	External Affairs £	Policy £	Cost of Generating Funds £	Governance £	Total 2011 £	Total 2010 £
Costs directly allocated to activities								
Staff costs	Direct	2,475,895	194,060	251,412	85,656	-	3,007,023	2,770,053
Staff training & welfare	Direct	21,239	529	2,843	131	-	24,742	31,233
Travel	Direct	70,478	7,390	14,572	5,045	-	97,485	104,764
Direct costs	Direct	97,411	49,068	18,565	71,052	-	236,096	243,009
Audit & Accountancy	Direct	-	-	-	-	6,833	6,833	6,908
AGM expenses	Direct	-	-	-	-	-	-	424
Buildings	Headcount	183,117	15,110	16,993	3,767	-	218,987	230,172
Office equipment	Headcount	95,769	7,902	8,887	1,970	-	114,528	110,109
Telephone	Headcount	54,466	4,494	5,054	1,120	-	65,134	71,349
Other admin	Headcount	82,955	6,845	7,698	1,706	-	99,204	-
Depreciation	Headcount	22,209	1,833	2,061	457	-	26,560	26,044
Support costs allocated to activities								
Buildings	Headcount	12,625	1,042	1,172	260	-	15,099	943
Office equipment	Headcount	6,603	545	613	136	-	7,897	30,267
Telephone	Headcount	3,755	310	348	77	-	4,490	586
Other Admin	Headcount	5,721	472	531	118	-	6,842	95,892
Depreciation	Headcount	1,531	126	142	31	-	1,830	3,139
		<u>3,133,774</u>	<u>289,726</u>	<u>330,891</u>	<u>171,526</u>	<u>6,833</u>	<u>3,932,750</u>	<u>3,724,892</u>

The support costs are allocated to activities above, based on headcount allocation. Cost of Generating Funds represents the direct costs only of the Fundraising team, including Christmas Cards

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)

10. TANGIBLE FIXED ASSETS

	Building Improvements £	Computer Equipment £	Fixtures & Fittings £	Total £
Cost				
At 1 October 2010	2,273	83,779	40,945	126,997
Additions	-	12,337	639	12,976
Disposals	-	(15,744)	(3,654)	(19,398)
At 30 September 2011	<u>2,273</u>	<u>80,372</u>	<u>37,930</u>	<u>120,575</u>
Depreciation				
At 1 October 2010	951	58,089	6,718	65,758
Charge for Year	455	22,663	5,230	28,348
Released on Disposal	-	(15,864)	(3,654)	(19,518)
At 30 September 2011	<u>1,406</u>	<u>64,888</u>	<u>8,294</u>	<u>74,588</u>
Net Book Value				
At 30 September 2011	<u>867</u>	<u>15,484</u>	<u>29,636</u>	<u>45,987</u>
At 30 September 2010	<u>1,322</u>	<u>25,690</u>	<u>34,227</u>	<u>61,239</u>

11. STOCKS

	2011 £	2010 £
Goods for Resale	<u>767</u>	<u>307</u>

12. WORK IN PROGRESS

	2011 £	2010 £
Certificated income WIP	111,080	74,133
Legal help WIP	96,851	-
	<u>207,931</u>	<u>74,133</u>

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)

13. DEBTORS

	2011 £	2010 £
Trade Debtors	276,947	209,333
Tax Refund Due	19,477	19,214
Grants Receivable	115,356	61,517
Other Debtors & Prepayments	80,778	67,484
	<u>492,558</u>	<u>357,548</u>

14. CREDITORS DUE WITHIN ONE YEAR

	2011 £	2010 £
Trade Creditors	44,580	67,370
Tax & Social Security	113,927	94,436
Accruals	92,845	90,798
Grants received in advance	213,339	293,683
Other creditors	11,792	26,669
	<u>476,483</u>	<u>572,956</u>

15. ANALYSIS OF FUNDS

	Unrestricted General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
<i>At 30 September 2011 -</i>				
Tangible Fixed Assets	45,987	-	-	45,987
Current Assets	714,486	81,251	213,339	1,009,076
Current Liabilities	(263,144)	-	(213,339)	(476,483)
	<u>497,329</u>	<u>81,251</u>	<u>-</u>	<u>578,580</u>

16. RECONCILIATION OF MOVEMENT IN FUNDS

	2011 £	2010 £
Deficit for the financial period	(78,958)	(45,760)
Opening Reserves	657,538	703,298
Closing Reserves	<u>578,580</u>	<u>657,538</u>

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)

17. FUNDS

	Unrestricted General Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Balance at 1 October 2010	551,538	106,000	-	657,538
Transfer	24,749	(24,749)	-	-
Deficit for the year	(78,958)	-	-	(78,958)
Balance at 30 September 2011	<u>497,329</u>	<u>81,251</u>	<u>-</u>	<u>578,580</u>

Designated Funds

	Balance at 1 October 2010 £	Transfers £	Balance at 30 September 2011 £
Infrastructure Improvements	106,000	(24,749)	81,251
	<u>106,000</u>	<u>(24,749)</u>	<u>81,251</u>

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)

17. FUNDS (continued)

Restricted Grants				
	Note	Balance at 1 October 2010 £	Income £	Expenditure £
Balance at 30 September 2011 £				
Big Lottery Fund				
Rural Information Matters project	6	-	24,875	(24,875)
Peer Learning project	6	-	111,646	(111,646)
Email Advice project	6	-	15,419	(15,419)
Advantage project	6	-	522	(522)
Bridgend CBC	2	-	35,810	(35,810)
Caerphilly CBC	2	-	14,125	(14,125)
Caerphilly CBC VIP	6	-	6,250	(6,250)
CAIS	6	-	44,620	(44,620)
Carmarthenshire CC	2	-	5,436	(5,436)
Charter Housing Association	5	-	23,589	(23,589)
City & County of Swansea	2	-	12,300	(12,300)
Denbighshire CC	2	-	29,314	(29,314)
Flintshire CC	2	-	37,470	(37,470)
Flintshire CC – Supporting People Revenue Grant	3	-	121,606	(121,606)
Melin Housing Group	5	-	36,075	(36,075)
Gwerin Housing Association	5	-	17,856	(17,856)
Gwynedd CC – Supporting People Revenue Grant	3	-	97,876	(97,876)
Hafod Housing Association	5	-	10,158	(10,158)
Oak Foundation	6	-	5,080	(5,080)
Powys CC	2	-	34,000	(34,000)
Probation Service – North Wales	4	-	22,000	(22,000)
Probation Service – South Wales	4	-	7,516	(7,516)
Welsh Assembly Government – S180 Housing Act	1	-	1,272,116	(1,272,116)
Wrexham CBC	2	-	11,397	(11,397)
Miscellaneous	6	-	5,289	(5,289)
		-	2,002,345	(2,002,345)

**WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)**

17. FUNDS (continued)

Notes To The Restricted Grants

Note 1 Specialist Housing Advice Service network

Funding from the Welsh Assembly Government to cover staff and support costs to provide Housing Advice services throughout Wales

Note 2 Specialist Housing Advice Services (Local Authorities)

Funding from Local Authorities to cover staff and support costs to provide Housing Advice services within specific Local Authority areas

Note 3 Independent Housing Support Services

Funding from the WAG (Supporting People Revenue Grant) via Local Authorities to cover staff and support costs to provide independent housing support services within specific local authority areas

Note 4 Housing Advice Services to probation service clients

Funding from the National Probation Service to cover staff and support costs to provide housing advice services in specific probation service areas

Note 5 Housing Benefit advice services to tenants of Registered Social Landlords

Funding from registered social landlords to cover staff and support costs to provide housing benefit advice services to their tenants

Note 6 Other projects

Grants from various agencies to fund specific projects

WELSH HOUSING AID LIMITED OPERATING AS SHELTER CYMRU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011 (Continued)

18. FINANCIAL COMMITMENTS

Financial commitments under non-cancellable operating leases will result in the following annual payments

Land & Buildings

	2011	2010
	£	£
Expiring within 1-2 years	76,877	35,004
Expiring within 2-5 years	9,000	49,377
Expiring after 5 years	<u>-</u>	<u>-</u>

Other

	2011	2010
	£	£
Expiring within 1-2 years	-	-
Expiring within 2-5 years	13,202	13,202
Expiring after 5 years	<u>-</u>	<u>-</u>