Company Registration No. 02350533 (England and Wales)

LINKABILITY (A COMPANY LIMITED BY GUARANTEE) TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2016

COMPANIES HOUSE

LINKABILITY (A COMPANY LIMITED BY GUARANTEE) LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mr R Crabtree

Mr P Entwistle - Vice Chair

Mr J Holland Mr P Jonas - Chair Ms H Medway Mr D Mitchell Mrs R Trustam

Secretary

Ms G Pilkington

Charity number

701132

Company number

02350533

Principal address

Conway House

Ackhurst Business Park

Chorley Lancashire PR7 1NY

Registered office

Conway House

Ackhurst Business Park

Chorley Lancashire PR7 1NY

Auditors

R P Smith & Co

28 St Thomas's Road

Chorley Lancashire PR7 1HX

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FOR THE YEAR ENDED 31 MARCH 2016

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and audited financial statements for the year ended 31 March 2016. The accounts have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published on 16 July 2014. The report is also prepared in accordance with the small company regime (section 419(2) of the Companies Act 2006).

Structure, governance and management

Linkability is a charitable company who's Board of Directors are also Trustees of the Charity. Trustees are appointed to reflect the range of skills, experience, interests and capability needed for effective governance given the need of beneficiaries and nature of its activities. The board of Trustees hold responsibility for appointing Trustees.

The Memorandum and Articles of Association governs the activities of the Charity, which were last amended on 12th March 1998. There are regular board meetings to review and govern the business of Linkability. Chairs of sub boards, The Executive Director and Assistant Directors have a reporting structure to full Trustee meetings. Reports typically illustrate what is working well, what Linkability needs to do to improve and alerting the Trustees to any potential risk and plans to manage such risk. Overall the reporting structure monitors progress of the business plan but remain true to Linkability's stated values and beliefs.

Continued and well planned growth of Linkability is key to maintaining viability and offset any risk for financial stability.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of winding up.

The Charity is a company limited by guarantee registered in England number 2350533. The Trustees who are also the directors for the purpose of company law, who served during the year were:

Mr R Crabtree

Mr P Entwistle - Vice Chair

Mr J Holland

Mr P Jonas - Chair

Ms H Medway

Mr D Mitchell

Mrs R Trustam

Mr D Watt

(Resigned 9 February 2016)

Recruitment / Selection of Trustee Directors

Trustee / Directors are sought whose skills build on the skill base of the existing board of trustees that include sector specific skills (Health & Social Welfare), Finance, Business, Marketing, Human Resources, Management, Information and Assistive Technology. Also importantly stakeholder representation from parent carers. However where possible Linkability seeks to appoint Trustees living in communities in which it provides care and support services. Ordinarily Trustees cannot be remunerated although Linkability is permitted to refund legitimate Trustee expenses.

Vacancies on the board are advertised on Linkability's website, in local newspapers and by approaching local networks.

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There is a process of application that includes taking references, undertaking background checks such as a Disclosure and Baring Service (DBS), attending / observing a number of board and / or sub board meetings. The applicant receives all the relevant information regards the organisation, Trustee Job Description, Guidance on Trustee Responsibilities and Trustee National Occupational Standards. This is further supported with verbal information from The Executive Director and / or Chair of Trustees / an experienced Trustee.

Once the prospective Trustee has attended a series of meetings the Chair discusses the applicant's suitability with other Trustees and will meet with the prospective Trustee prior to their appointment at the next board meeting. The appointment is confirmed formally at the next AGM.

Induction and Training

The Induction and Training of Trustees continues with the provision of an induction pack comprising previous minutes, the latest audited financial report, organisational structures and plans, dates of meetings and a copy of the memorandum and articles of association.

Structure and Wider Network

Linkability employs professional managers with experience and expertise relevant to the business of the charity and the people it supports. The Trustees set and monitor the scale of delegated responsibility invested in the senior management team. Likewise they monitor and review the overall strategy and business plan.

The Board of Trustees meet regularly with The Executive Director, Company Secretary and Assistant Directors who attend quarterly board meetings. Additional to this Trustees also meet the professional managers at various sub board and ad hoc meetings.

Linkability uses a structure of sub boards to support and monitor its strategic and operational goals. During the year in review the following Sub Boards met at least once but in most cases quarterly. The chairs of Sub Boards take recommendations to the full Trustee quarterly business meetings.

The Financial Sub Board (Chair Mr P Entwistle)

The Remuneration Sub Board (Chair Mr R Crabtree)

The Quality Sub Board (Chair Mrs R Trustam)

The Premises & IT Sub Board (Chair Mrs A Loughlin - co-opted none trustee)

The Human Resource Sub Board (Chair Mr R Crabtree).

Relationships with related parties:

Linkability is a member of The Lancashire Learning Disability Consortium (LLDC) which is an Industrial and Provident Society with Charitable exemption. The LLDC was incorporated by a number of voluntary organisations in Lancashire, of which Linkability was a founding member. The aims of the Consortium are to share information, represent issues, share specialist training and offer representation on various Lancashire Council led consultative groups. Linkability's Executive Director is presently Chair of the board of the LLDC. The employment of the LLDC's Part Time Business Manager is hosted by Linkability the cost of which is fully recovered from the LLDC.

The South Lancashire Learning Disability Training Consortium ceased to trade as a Charity and Company in late 2015. This has resulted in Linkability resourcing a new training provider to ensure Linkability meets all its mandatory training objectives. The impact resulted in disruption to some training programmes until alternatives had been procured.

Linkability maintains membership with The Lancashire Workforce Development Partnership (LWDP). The LWDP is a conduit for funded training and training opportunities in collaboration with Skills for Care.

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Skills for Care is the strategic body for workforce development in adult social care in England. It is an independent registered charity working with 35,000 adult social care employers. The range, standard and qualifications provided, set the standards and quality to equip over 1.5 million social care workers nationally, delivering social care. Maintaining our National Minimum Data Set via Skills for Care, provides evidence for partners and regulators needing to check our workforce development compliance. Typically this is needed by LCC / RMBC preferred provider contracts monitoring, The Care Quality Commission or Investors in People UK. During the year in review Linkability continued to build on its registration and recognition to 'The Social Care Commitment' – A public promise to provide people who need care with high quality services. The public promise is first made by the care provider and then added to by a similar commitment undertaken by all employees. Linkability has incorporated this into its contractual requirements for all employees.

Improvement Development & Growth Ltd (IDG) are an official partner and accredited assessment company for ensuring companies / charities awarded Investor In People status (IIP) maintain the Standard. Since initial accreditation as an Investor in People UK organisation, September 1999, Linkability presently holds the prestige 'Gold' standard.

'PLURISA' is a specialist training cohort made up of several LLDC learning disability providers and delivers 'British Institute of Learning Disabilities' (BILD) accredited, Positive Behaviour Management Plus Training. This is undertaken under an agreement with Positive Response Training and Consultancy Ltd. This organisation provides accreditation for Linkability's staff who are involved in providing internal training for the Positive Behaviour Management and prevention techniques for people at risk of harming themselves or others. Linkability has 2 senior practitioner as accredited Trainers working with the cohort. The cost of administering and maintaining the training partnership is shared by each member organisation. Overall it offers a high quality specialist training resource that is nationally quality accredited.

Linkability enjoys a mutual and positive relationship with Integrate (Preston & Chorley) Ltd. Integrate is a charitable organisation working primarily in Preston with adults and young people, who experience learning disabilities. As has been the case reaching back to the incorporation of Linkability (February 1989) both organisations support each other by sharing information, joint working and mutual support in sector related issues.

Housing partners such as Chorley Community Housing, Places for People, Progress Housing Association, Golden Lane Housing, Rochdale Borough Housing and Regenda Housing Association continue to support the objects of Linkability. They are also stakeholders to the various supported living tenancies we have, for which there is either a service level agreement or a housing management agreement. The same is the case for two private landlords who entered a partnership arrangement, developing supported living tenancies for people connected with Linkability.

For the fourth year in succession Linkability was pleased to sponsor C L Initiatives.

C L Initiatives is a charitable organisation dedicated to ensuring the publication of a sector specific magazine -'Community Living'. One of the most tangible benefits of sponsorship is all employees have access to the magazine, each quarter. The Executive Director presently has a place on the magazine's editorial board. Now in its 27th year of publication, Community Living has developing a web based version to complement the resource for hard copy subscribers. Linkability has provided back office support in kind to this new development. The web version and new website offers sponsors like Linkability another marketplace for Job adverts, Trustee appointments or other short articles promoting Linkability's values and achievements.

Chorley Astley Rotary continue to generously donate the cost of a holiday in the Lakes for one of the people Linkability supports and their carer. Following each holiday Linkability attends a Rotarian meeting to deliver an outcome based report to its members and offer thanks for the paid holiday. The past year marked 26 people across the years, who have enjoyed adventure holidays, irrespective of the person's level of impairment or disability.

Linkability is pleased to note for the second year running three independent companies sponsored the staff awards scheme. Cash prizes for the award winners were donated by Wizard Computers, Whittle Jones and ASK VAS Ltd. Each sponsoring company donated £250 to fund a winner and runner up in each category. Linkability also has received a large donation from a Trustee benefactor to cover any shortfall in staff award sponsorship in future years.

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Chorley Gospel Hall promote seasonal activity and social events three to four times a year for the benefit of those Linkability delivers services to. Linkability has also been beneficiary of free use of their premises particularly for training and tenant meetings.

The Learning Disability Forum (Chorley & South Ribble) maintain value based networks with management and people supported by Linkability. The Assistant Director is a member of their executive board. This group has a long history of sector engagement with the pioneering work of 'Valuing People' and learning disability Partnership Boards across Lancashire.

Reviewing major risks

Linkability has and maintains a risk framework that is reviewed at least annually. Overview and scrutiny is undertaken by the full board of Trustees, senior management and other stakeholders, as appropriate. For example, ensuring staff continuity in the event of a Flu Pandemic or Extreme Adverse Weather conditions. Most commonly Linkability manages risks by employing suitably qualified and experienced staff at each level in the Charity. The training strategy is a key component used to mitigate against the most obvious potential major risks. The regular review of Policies and Procedures is another important mechanism to fend off risks arising from complacency.

Since the retirement of an external consultant for Health & Safety, Linkability has re invested in the training and development of up to 3 employees to IOSH standard. These carefully selected employees will lead the internal health and safety advisory group made up of employees from all areas of company activity. To support this Linkability also procured additional external health and safety consultancy from a credible company 'Hettle Andrews' who undertook an audit and produced a report on potential risks and recommendations to manage risks. All of which has been actioned.

The Charity maintains comprehensive insurance to cover a range of potential risks, including Trustee and Officers professional indemnity.

Under a contract with RRADAR Linkability has the benefit of professional representation and underwriting to cover a potential employment tribunal claim.

The sector pressures from a funding perspective continue to present enormous challenge to providers such as Linkability. Recruitment to the care sector continues to be very difficult not helped by its perceived lack of positive public image. Throughout the year Linkability's assistant directors supported regular recruitment drives that has led to successful recruitment of new employees. Both the funding authorities failed to offer an index for inflation towards fees as they also battled with diminishing budgets arising from central government cuts. Linkability decided to fund from operational efficiencies and reserves, an uplift of 2.4% on basic pay for employees from October 2015. The outcome was to be ready for the introduction of the National Living Wage from April 2016 and improve pay rates using the same ratio that had been applied for local government workers from January 2015. This continues to leave Linkability employees on lower rates than local government workers but slightly better paid than contemporary providers in our sector. Linkability continues to lobby its funders through the LLDC on fee rates and the growing costs driven by pension reform and novel employment law judgements such as 'Whittlestone'. Overall staffing numbers have held up well with turnover (people leaving) being around 4% of total number employed. By comparison with the national average for the sector is reported to be around 15% so overall offers encouragement that the strategies to effectively manage recruitment and retention are effective. The HR sub board pay regular attention to the reasons people leave and what works best in terms of recruitment and word of mouth is unfailingly the best means of recruitment.

As has been consistently reported each year given the nature of the volatile market Linkability operates in there is an ever present risk to sudden loss of fees due to loss or sadly the death of someone it supports. In order to manage the risk Linkability continues to carry a void reserve, that for short a period can ameliorate the risk. As mentioned in past reports this gives time to review staffing need, look at redeployment and avoid redundancy.

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Reporting Serious Incidents - Declaration to Annual Report (Statement)

Linkability Trustees believe they have taken all reasonable steps to assess and manage risks associated with the activities of the Charity, beneficiaries, property, work and reputation. In this regard the Trustees of Linkability make a declaration that there are no serious incidents or other matters relating to the Charity concerning the previous financial year have not already been brought to the attention of The Charity's Commission or in such event has failed to do so.

Charitable Objects:

Linkability's broad objective is to provide services to adults (including young people in transition from children's services) who have learning disabilities so as to enable them to live in and be part of the local community. The objects of the Charity are also underpinned with a number of core values such as all people supported have a right to live a life of their own choosing, in their own neighbourhood. This means the human right and opportunity to citizenship irrespective of disability.

The communities in which Linkability presently provides services are located in Chorley / South Ribble, (Lancashire) Rochdale, Heywood and Middleton. (Rochdale Metropolitan Borough Council)

People using Linkability's care and support services may also experience physical and sensory impairment; they may also have positive behavioural support needs and / or experience enduring mental health needs.

Linkability currently discharges this objective through the regulated provision of Registered Care or Registered Domiciliary Care and support to adults or younger people within the provisions of The Health and Social Care Act 2008. The independent regulatory body responsible for inspection of our services is The Care Quality Commission.

For the year in review the Care Quality Commission has not undertaken an inspection. It is reasonable to anticipate they will inspect all registered homes and locations during 2016/17. The most recent reports are on Linkability's website, www.linkability.org.uk (Downloads).

Public Benefit Statement

The Trustees are confident that the activities detailed below satisfy the requirement of the Charity to show that it meets the public benefit requirements in accordance with the duty in section 17(5) of the 2011 Charities Act.

Review of activities, Achievements and performance

- Led by Linkability's Quality Sub Board, the organisation has undertaken a blended approach to internal
 quality audits. For example, meeting with representatives of the 'Quality Checkers'. This is a cohort of
 people we work for who meet with the Quality Board at least twice a year. The cohort is supported by
 Students as part of their placement and by one of the Team Leaders.
- Across the year The Operations Manager has developed some changes to our internal pro forma for visiting tenancies and producing reports. This year it was decided to include to the pro forma evidence being required by CQC when they undertake inspection. Looking specifically for evidenced based outcomes that the care and support is caring, responsive, effective, well led and safe. (CREWS).
- Everyone was shocked by the abuse of people with learning disabilities at Winterbourne View. This led to the development of The Driving Up Quality Alliance with a stated aim to ensure this did not occur in future. Organisations in the sector are invited to join the alliance and hold at least annually Driving Up Quality Days putting the people with learning disabilities at the heart of everything we do. Linkability has fully embraced the principals and has held initial Driving Up Quality workshops that resulted in a published action plan. This will now become an annual event bringing together everyone internally or externally associated with Linkability. Several senior managers take lead responsibility to ensure this is embedded in the organisation annual work plan.

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- External audit has been made by, RMBC, LCC, Hettle Andrews (Health & Safety) and RP Smith (auditors). All outcomes have been reviewed by the senior management team and board of trustees. As appropriate, action plans have been formulated and monitored for compliance. Linkability continues to satisfy the requirements to remain listed as a safe trader / preferred provider publically listed by each funding authority.
- Within the financial year Linkability delivered over 450 sessions of training for a workforce of around 170 people. Linkability continues to maintain the required quota for numbers of staff qualified or in training to within a range of 70 to 75%.
- The annual staff awards scheme was generously sponsored for the second year running by external
 companies committed to supporting the work of Linkability. This resulted in cash awards for each
 winner and runner up for the categories of Newcomer, Best Practitioner and Leadership. As with the
 inaugural year of this scheme there were numerous nominations making the selection of winner and
 runner up extremely challenging for the standing panel.
- As is our embedded practice as well as recruitment being led by Assistant Directors, all staff
 recruitment has been conducted with the full involvement of the people we work for, who are properly
 trained to undertake this role.
- Linkability continues to contribute and network across all the localities in which it delivers services. For example, local forums, Provider networks as well as those mentioned earlier in the report.
- During the year Linkability held a number of constructive business meetings with LCC / RMBC Contracts, Commissioners and representatives from Personal Social Care. Additionally the Executive Director who is also chair of LLDC attended several strategic meetings with senior executives from other providers (voluntary and for profit) alongside LCC and NHS directors who are members of The Social Care Partnership. Throughout the year The Executive Director has continued to work alongside other office bearers of the LLDC, negotiating and seeking to influence LCC in its plans for a re tender of learning disability services and quality framework.
- · Linkability has continued to build upon its knowledge base on the implication of the Care Act 2014.
- The introduction of ISF's (Individual Service Funds) is now embedded concerning our commissioned work from Rochdale Borough Council (RBC)
- Linkability provided a number of student placements for The Faculties of Social Work Education at UCLAN and Salford Universities.
- Over the year the HR sub and full board have taken regular reports as to its effectiveness of the management and administration infrastructure. Linkability continues to monitor its efficiency.
- The website underwent a full redesign as reported last year with the added value that our own admin have more control of the back office content management.
- In October 2015 Linkability entered into discussions with a Charity from West Lancashire concerning an amalgamation or take over by Linkability. A task and finish group was established comprising officers and trustees from both organisations. At the end of March 2016 the process of due diligence was near completion. Linkability and West Lancs Positive Living entered into a memorandum of understanding and have a clear plan for consultation on Linkability taking over the care contracts and TUPE transfer of WLPL employees. The process of takeover is anticipated to be complete early in the new financial year 2016/17.

Financial review

The board of trustees have acted with prudence, exercised care in order to ensure Linkability has been able to meet all its targeted expenditure. There was a surplus on general funds prior to the discretionarypayment.

Linkability made a discretionary payment to its employees totalling £27,922 allocated in the balance sheet for March and paid in May 2016. This was partially funded from the charity's reserves. In addition Linkability maintains a discretionary long service award scheme. Employees qualify for small discretionary awards following 5, 10, 15, 20 & 25 years continued service. Within the financial year Linkability made scaled payments depending on length of service, to 21 qualifying staff totalling £2,763.

During the year ended 31 March 2016 Linkability applied £10,600 of expenditure from designated funds plus a further £5,550 from restricted funds. After taking account of this expenditure, together with a deficit of £14,225 on general funds, the charity's overall reserves reduced by £30,375 in the year.

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Policy on Reserves

Linkability maintains two reserves, namely a General Operating Reserve and an Asset Purchase and Improvement Reserve. Neither reserve is defined as being restricted. The Trustees are aware of their responsibility to at least yearly review levels of reserve and appropriately allocate against designated commitments. They also take into consideration contingent liability and new risks such as Pension Reform, novel employment law judgements such as the 'Whittlestone' judgement. In time fees from our funders should reflect these additional costs. Linkability Trustees confirm to have carried out a review in the year and designate from each reserve as follows:

General Operating Reserve (£386,372 Unrestricted funds)

- (Voids) Linkability maintains a reserve to give ample time for people to adjust to someone having
 moved on or sadly in event of the death of a service user. This bridges what might be substantially
 long periods of loss of fees / rents and people to be properly consulted about new people moving in.
- (Office's) To cover outstanding leases and equipment contract agreements, such as the lease
 provisions for full reinstatement of the office including carpets and decoration before leaving. This
 amount moves depending on the amount of unexpired lease each year until what is termed as the
 break clause that can be exercised without penalty in the lease.
- (Housing Provisions) To cover reinstatement costs on any premises covered by housing management agreements or service level agreements.
- (Redundancies) To cover the realistic exposure to statutory redundancy payments aligned to an exit strategy in case of winding up the charity and helping all the people using Linkability services to find alternative provision. At the beginning of the financial year Linkability held three long term voids (places in homes). By the end of the financial year two of those long term voids were filled.
- As in previous years, the provision for loss of fee income from this reserve was offset by making internal staffing transfers, and thus avoid short term working, temporary or long term lay off of employees.
- Linkability's office lease potentially ends in one year's time, in the unlikely event of Linkability relocating there will be reinstatement and leaving costs. There will also be removal costs in which case the allocation for this potential liability will be recalculated. The most likely decision will be to remain and undertake a new nine year lease with break clauses. By the start of the new financial year there is a small group appointed to take responsibility to produce an options recommendation to full board.

Asset Purchase and Improvement Reserve (£91,671 Designated funds)

- (Capital Improvements) To meet the development needs of Linkability such as the purchase of
 accommodation or equipment for administration of Linkability either at its registered office (presently
 leased) or branch office (also leased). Alterations to such premises do require further capital
 expenditure. Given the reported intent to take over and establish a new branch office in West
 Lancashire, there will be new capital and revenue costs to consider over and above the contribution in
 additional fee income from taking over the contract for service formally delivered by WLPL.
- (Renewals and Maintenance) Replacement and renewal of office equipment, the equipment in homes, meeting health and safety requirements as well as managing risks associated with The Regulatory Reform (Fire Safety) Order 2005. All staff related equipment needed in supported living.
- (Improvements to Tenancies) For example, in previous years Linkability has paid for a sensory garden, a conservatory, a kitchen improvement, specialist bathing and hoisting equipment.
- (Development Provision) Needed to invest in new technologies such as assistive technology to assist service users maintain safety and independence but live life to the full
- (Training fund) To front load new staff training needs, support training partnerships and staffs continual personal development.
- It can be seen in the audited accounts Linkability did make provision for a movement of £10,600 leading to a reduction in this reserve. This was to make an additional contribution to Community Living and pay for tenant improvements at the registered home situated in Euxton.

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ROOTS donation - Restricted Fund (£8,619)

- The restriction is this fund is to be used for the direct benefit of service user or staff formally supported by ROOTS.
- The statement of financial activities shows utilisation of £5,550 from this fund. This was expended on tenant's improvements at one of the supported living locations, tenants activities and transport to and from last year's AGM and annual event.

The Trustees in line with The Charity Commissions guidance on holding reserves will review the above reserve policy alongside any new identified financial risks and make appropriate allocations during 2016/17.

Changes in fixed assets

 Trustees took independent advice about opening an investment account due to the very poor returns on bank and building society deposits. In September 2015 Linkability opened an investment account of £250,000 at year end this investment value stood at £256,545.

Employee involvement and employment of people with disabilities

Linkability continues its work to train people we work for to be quality checkers and to train them to become involved in the appraisal of their staff. In some circumstances this is also undertaken with involvement from parents, carers and advocates. During this financial year and moving forward Linkability has made available resources to support tenants to meet amongst each other and at least twice a year have a meeting with the Quality Sub Board.

Employees continued to be consulted on issues of concern to them by means of consultative meetings/team discussions and in person with respective supervisors. Senior management and operational management meetings produce a staff briefing note following all such meetings as a means to improve communication and specifically make staff aware of internal and external change in the care sector.

Staff at various levels in Linkability continue to participate with the local networks in particular, on the sub groups concerned with 'Workforce Planning', 'Quality Framework', Driving Up Quality', 'Person Centred Planning' and Health Action Plans.

All of this serves to ensure that people with disabilities take a rightful place at the hub of local services design and delivery. Many of the concepts found in local and national social policy hold true to Linkability's principles and core values as laid down over 26 years ago.

The national occupational training agenda that has been embraced and incorporated into Linkability's training plan. Staff training data sets are maintained and Linkability and its workforce are signed up to The Social Care Commitment. This is a public statement made first by the organisation and secondly by its workforce. A condition of registration is that both organisation and employees report on the collective and individual action plan and is subject to renewal every two years.

Linkability, in accordance with its equal opportunities policy has long established recruitment, retention and training protocols.

Linkability has a number of detailed policies in relation to personnel matters, such as: -

- Equal Opportunities Policy
- · Health and Safety Policy
- · Harassment, and Bullying Policy (Including Whistle Blowing)
- · Staff Handbook, Conditions of Service

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The arrangement for review and updating the staff handbook is provided under a contract for services with RADDAR and Hettle Andrews. The procedural guidance for Equal Opportunities takes account of an individual staff or prospective employee's strengths and approach to fair employment practice.

The senior management team have a plan for annual review and updating statements on policy and procedures.

Each of the directors has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

Statement of Trustees' responsibilities

The Trustees, who are also the directors of Linkability for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements 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 accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the the Charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the the Charity and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Disclosure of information to auditors

Each of the directors / trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

FOR THE YEAR ENDED 31 MARCH 2016

Auditors

A resolution proposing that R P Smith & Co be reappointed as auditors of the company will be put to the members at the Annual General Meeting.

In preparing this report the Trustees have taken advantage of the small companies exemptions provided by Section 419(2) of the Companies Act 2006.

On behalf of the board of Trustees

Mr P Jonas - Chair

Dated: 19 September 2016

LINKABILITY (A COMPANY LIMITED BY GUARANTEE) INDEPENDENT AUDITORS' REPORT

TO THE MEMBERS OF LINKABILITY

We have audited the accounts of Linkability for the year ended 31 March 2016 set out on pages 13 to 27. 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 charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and its members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of Trustees and auditors

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of Linkability for the purposes of company law, are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the accounts in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the accounts

An audit involves obtaining evidence about the amounts and disclosures in the accounts sufficient to give reasonable assurance that the accounts are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charity'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 accounts. In addition, we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited accounts and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on accounts

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2016, 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' Report for the financial year for which the accounts are prepared is consistent with the accounts.

LINKABILITY (A COMPANY LIMITED BY GUARANTEE) INDEPENDENT AUDITORS' REPORT (CONTINUED)

TO THE MEMBERS OF LINKABILITY

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the accounts are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.
- the trustees were not entitled to prepare the financial statements and the trustees' report in accordance with the small companies regime.

Simon WOSSWill

Simon Worswick BA FCA (Senior Statutory Auditor) for and on behalf of R P Smith & Co

Chartered Accountants Statutory Auditor 28 St Thomas's Road Chorley Lancashire PR7 1HX

Dated: 19 September 2016

LINKABILITY (A COMPANY LIMITED BY GUARANTEE) STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2016

		Unrestricted funds	Designated funds	Restricted funds	Total 2016	Total 2015
	Notes	£	£	£	£	£
Income from:		-	_	_	~	~
Investment income	2	11,944	-	-	11,944	3,987
Incoming resources from	_				21,011	0,00.
charitable activities	3	2,615,599	-	-	2,615,599	2,641,689
Other incoming resources	4	3,846	-	-	3,846	19,469
Total income		2,631,389	-		2,631,389	2,665,145
Expenditure on:	5					
Charitable activities					•	
Provision of care		2,651,380	10,600	5,550	2,667,530	2,677,292
Total expenditure		2,651,380	10,600	5,550	2,667,530	2,677,292
Net expenditure	••	(19,991)	(10,600)	(5,550)	(36,141)	(12,147)
Other recognised gains and loss	es					
Net gains on investments		5,766	•	•	5,766	92
Net movement in funds		(14,225)	(10,600)	(5,550)	(30,375)	(12,055)
Total funds brought forward	•	400,597	102,271	14,169	517,037	529,092 -
Total funds carried forward		386,372	91,671	8,619	486,662	517,037
		=======================================				

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The breakdown of the 2015 figures between the unrestricted and restricted funds is included in note 23 on page 27.

LINKABILITY (A COMPANY LIMITED BY GUARANTEE) SUMMARY INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2016

	•	
	2016	2015
	£	£
Total income	2,631,389	2,665,145
Total expenditure from income funds	2,667,530	2,677,292
Net expenditure for the year	(36,141)	(12,147)

The summary income and expenditure account is derived from the statement of financial activities on page 17 which, together with the notes on pages 17 to 27, provides full information on the movements during the year on all funds of the charity.

STATEMENT OF RECOGNISED GAINS AND LOSSES

Net expenditure for the year	(36,141)	(12,147)
Unrealised gains on investment assets held by income funds	5,766	92
		
•	(30,375)	(12,055)
•	 	

LINKABILITY (A COMPANY LIMITED BY GUARANTEE) BALANCE SHEET

AS AT 31 MARCH 2016

		2016	2016		15
*.	Notes	£	£	£	£
Fixed assets					
Tangible assets Investments	10 11	·	3,831		7,032 779
livestinents	11		256,545 	•	
			260,376		7,811
Current assets					
Debtors	12	100,009		80,629	
Cash at bank and in hand		355,124		596,988	
		455,133		677,617	
Creditors: amounts falling due within one year	13	(228,847)		(168,391)	
Net current assets			226,286		509,226
Total assets less current liabilities			486,662		517,037
Income funds					
Restricted funds	16		8,619		14,169
Unrestricted funds:					
Designated funds	17		91,671		102,271
Other charitable funds					
Unrestricted income funds		379,827		399,818	
Revaluation reserve		6,545	386,372	779 ———	400,597
·			486,662		517,037
					=====

Mr P Entwistle - Vice Chair

Mr.D. Jonas - Chair

Company Registration No. 02350533

LINKABILITY (A COMPANY LIMITED BY GUARANTEE) CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2016

	Notes		2016 £		2015 £
Net cash inflow from operating activities	19		(3,518)		619
Returns on investments and servicing of t	finance				
Investment income		11,944		3,987	
Net cash inflow from returns on investment finance	nts and serv	ricing of	11,944		3,987
Capital expenditure					
Payments to acquire tangible fixed assets		(290)		, -	
Payments to acquire investments		(250,000)		-	
Net cash outflow from capital expenditure			(250,290)		-
(Decrease)/increase in cash	20	•	(241,864)		4,606

FOR THE YEAR ENDED 31 MARCH 2016

1 Accounting policies

1.1 Basis of preparation

The accounts have been prepared in accordance with "Accounting and Reporting by Charities: Statement of Recommended Practice", applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), with FRS 102 and with the requirements of the Companies Act 2006. The Charity is a Public Benefit Entity as defined by FRS 102.

The accounts have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The accounts are prepared in sterling, which is the functional currency of the company. Monetary amounts in these accounts are rounded to the nearest £.

The accounts have been prepared under the historical cost convention except for the valuation of investment assets, which are shown at market value. The accounts include all transactions, assets and liabilities for which the charity is responsible in law.

These accounts for the year ended 31 March 2016 are the first accounts of Link-Ability prepared in accordance with FRS 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland. The date of transition to FRS 102 was 1 April 2014. The reported financial position and financial performance for the previous period are not affected by the transition to FRS 102.

1.2 Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income, an inflow of economic benefit is probable and the monetary value can be measured with sufficient reliability.

1.3 Resources expended

Resources expended are accounted for in accordance with the accruals convention. Expenditure on operational programmes is recognised in the period in which it has been incurred. A designated fund is established for expenditure which has been committed to projects, but remains unspent at the year end.

Governance costs include costs of the preparation and examination of the statutory accounts, the costs of Trustees meetings and the cost of any legal advice to Trustees on governance or constitutional matters. All the governance costs have been included in Charitable Activities as a whole rather than being apportioned.

1.4 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Assets costing less than £500 are not capitalised. 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:

Office equipment and fixtures

5% to 25% on cost

Service base equipment and fixtures

5% to 25% on cost

1.5 Leasing and hire purchase commitments

Rentals payable under operating leases are charged against income on a straight line basis over the period of the lease.

FOR THE YEAR ENDED 31 MARCH 2016

1 Accounting policies

(Continued)

1.6 Investments

Investments held as fixed assets are stated at open market value at the balance sheet date. Unrealised gains and losses are included on the Statement of Financial Activities each year.

Dividends are included in the profit and loss account when received.

1.7 Pensions

The the Charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

1.8 Accumulated funds

Unrestricted funds can be applied in accordance with the charitable objects at the discretion of the trustees.

Where necessary the General Funds are earmarked as designated funds in order to facilitate the management and administration of the Charity.

Restricted funds are to be applied in accordance with specific restrictions imposed by the donors.

1.9 Apportionment of costs

Costs of direct charitable expenditure are allocated on the basis of consumption of goods and services in each of the service bases operated by the charity. Support costs include any other costs borne by the charity in continuance of its activities. Where expenditure has been incurred which represents both charitable project support and general management of the charity the cost has been apportioned on the basis of the management time allocated to each activity. Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements. Costs are apportioned gross including irrecoverable VAT.

1.10 Funds

Restricted funds represent donations or grants received for a specific object or invited by the Charity for a specific object. The funds may only be expended on the specific object for which they were given. Any balance remaining unspent at the end of each year must be carried forward as a balance on that fund.

Unrestricted funds are general funds which can be used for the Charity's ordinary purposes.

1.11 Going Concern

At the time of approving the accounts, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the accounts. There are no material uncertainties about the Charity's ability to continue.

FOR THE YEAR ENDED 31 MARCH 2016

2	Investment income		
		2016 £	2015 £
	Income from listed investments	27 3.636	22
	Income from investment portfolio Interest receivable	3,626 8,291	3,965
		11,944	3,987
3	Incoming resources from charitable activities		
		2016 £	2015 £
	Provision of care	2,615,599 ————	2,641,689
	Included within income relating to Provision of care are the following grants Local and Health Authorities Supporting People grant	2,580,328 -	2,612,471 14,816
		2,580,328	2,627,287
4	Other incoming resources		
		2016 £	2015 £
	Other income	3,846	19,469 ————

FOR THE YEAR ENDED 31 MARCH 2016

5	Total resources expended					
			Depreciation	Other	Total	Total
	•	costs	•	costs	2016	2015
		£	£	£	£	£
	Charitable activities					
	Provision of care					
	Activities undertaken directly	1,985,624	2,963	103,737	2,092,324	2,129,601
	Support costs	400,031	528	174,647	575,206	547,691
	Total	2,385,655	3,491	278,384	2,667,530	2,677,292
				=====		· =====
6	Activities undertaken directly				2046	2045
					2016 £	2015 £
	Other costs relating to Provision of	care comprise:			L	£
	Agency staff	care comprise.			5,158	12,153
	Staff training				35,180	24,394
	Premises repairs, servicing, heat an	d light			5,740	9,258
	Residents living and household expe				8,850	18,618
	Staff travel and residents transport	51,000			5,909	584
	Medical supplies				8,949	9,228
	Registration fees and subscriptions				7,947	13,953
	Recruitment expenses				9,854	3,982
	Service user welfare				5,550	7,504
	Other costs				10,600	5,000
					103,737	104,674
						
7	Support costs				2016	2015
					£	2015 £
	Central office administration costs				174,647	183,801
	Staff costs				400,031	353,498
	Depreciation				528	10,392
	Doprooidion			-		
			•		575,206	547,691
				=		

Support costs includes payments to the auditors of £3,840 (2015 £3,840) in respect of audit fees.

FOR THE YEAR ENDED 31 MARCH 2016

8 Trustees

None of the trustees, or any persons connected with them, received any remuneration, benefits or expenses from the Charity during the year.

The insurance charge in the accounts includes premiums paid in respect of a combined policy which provides cover to protect the charity from loss arising from the neglect or defaults of its trustees or employees. The cost of this cover has not been separately quantified.

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2016 Number	2015 Number
Care and support staff	167 	170
Employment costs	2016 £	2015 £
Wages and salaries	2,199,597	2,196,935
Social security costs Other pension costs	139,035 47,023	142,480 37,222
	2,385,655	2,376,637

There were no employees whose annual remuneration was £60,000 or more.

FOR THE YEAR ENDED 31 MARCH 2016

10	Tangible fixed assets	Office equipment and fixtures		Total
		£	£	£
	Cost			
	At 1 April 2015	66,789		153,084
	Additions	290	-	290
	At 31 March 2016	67,079	86,295	153,374
	Depreciation			
	At 1 April 2015	65,635	80,417	146,052
	Charge for the year	528	2,963	3,491
	At 31 March 2016	66,163	83,380	149,543
	Net book value			
	At 31 March 2016	916	2,915	3,831
	At 31 March 2015	1,005	6,027	7,032
11	Fixed asset investments	Listed shares	Investment portfolio	Total
		£	£	£
	Market value at 1 April 2015	779	_	779
	Acquisitions at cost	•	250,000	250,000
	Change in value in the year	(122)	5,888	5,766
	Market value at 31 March 2016	657	255,888	256,545
	market value at 01 major 2010			====
	Historical cost:			
	At 31 March 2016	-	250,000	250,000
				

The listed shares were acquired as a result of the floatation of Norwich Union, in which Linkability held an investment account, and the subsequent merger to form Aviva plc. There was no cost to the charitable company.

The charity holds 144 Ordinary shares in Aviva plc. The market value at 31 March 2016 was 456 pence per share (2015: 541 pence).

FOR THE YEAR ENDED 31 MARCH 2016

11 Fixed asset investments

(Continued)

The investment portfolio is held with Brewin Dolphin Limited and consists of a variety of shares, bonds, trusts and investments. The charitable company has chosen a risk classification of 'Cautious with Risk'. The portfolio has subsequently been managed by Brewin Dolphin Limited in accordance with this stated objective and classification.

12	Debtors	2016	2015
		£	£
	Trade debtors	7,492	5,616
	Other debtors	3,447	465
	Prepayments and accrued income	89,070	74,548
		100,009	80,629
			
13	Creditors: amounts falling due within one year	2016 £	2015 £
	Trade creditors	23,347	15,817
	Taxes and social security costs	35,772	31,876
	Other creditors	5,993	3,479
	Accruals and deferred income	163,735	117,219
		228,847	168,391

14 Pension and other post-retirement benefit commitments Defined contribution

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund.

		2016	2015
		£	£
Contributions payable by the company for the year	2	47,023	37,222
	,	======	

FOR THE YEAR ENDED 31 MARCH 2016

15 Share capital

The company is limited by guarantee and has no share capital. The Directors of the company (who are also Trustees of the Charity) undertake, whilst still a member or within one year after ceasing to be a member, to contribute such amount as may be required (not exceeding £1) to the company's assets should the company be wound up.

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			
	Balance at 1 April 2015 £	Incoming resources £	Resources expended £	Balance at 31 March 2016 £
Roots donation	14,169	-	(5,550)	8,619
	14,169		(5,550)	8,619
·				====

The Roots donation is to be applied to provide training and equipment for the benefit of staff and service users in Rochdale.

17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds			
	Balance at 1 April 2015	Incoming resources	Resources expended	Balance at 31 March 2016
	£	£	£	£
Asset purchase and improvement reserve	102,271	-	(10,600)	91,671
	102,271		(10,600)	91,671

FOR THE YEAR ENDED 31 MARCH 2016

18	Analysis of net assets between funds	Unrestricted	Designated	Restricted	Total
		funds	funds	funds	
		£	£	£	£
	Fund balances at 31 March 2016 are				
	represented by:	2 024			2 924
	Tangible fixed assets	3,831 256,545		-	3,831
	Investments	•	04.674	0.640	256,545
	Current assets	354,843	91,671	8,619	455,133
	Creditors: amounts falling due within one year	(228,847)	-	- .	(228,847)
		386,372	91,671	8,619	486,662
		====	===-==	:=====	=====
	Unrealised gains included above:				
	On investments	6,545			6,545
		6,545	-	-	6,545
		=====	=====		=====
	Reconciliation of movements in unrealised gains				
	Unrealised gains at 1 April 2015	779	-	-	779
	Net gains on revaluations in year	5,766		•	5,766
					
	Unrealised gains at 31 March 2016	6,545	-	-	6,545
		=====			
19	Net cash inflow from operating activities			2016	2015
	wet cash ninow from operating activities			£	2013 £
	Reconciliation to changes in resources			~	-
	•				
	Changes in resources before revaluations			(36,141)	(12,147)
	Investment income			(11,944)	(3,987)
	Depreciation of tangible fixed assets			3,491	12,179
	Increase in debtors			(19,380)	(8,413)
	Increase in creditors			60,456	12,987
				(3,518)	619
				====	====

FOR THE YEAR ENDED 31 MARCH 2016

Reconciliation of net cash flow to movement in net funds			2016 201 €	
(Decrease)/increase in cash Net funds at 1 April 2015			(241,864) 596,988	4,606 592,382
Net funds at 31 March 2016			355,124 ———	596,988 ———
Analysis of net cash balances	At 1 April	Cash flow	Non-cash	At 31 March
	2015 £	£	changes £	2016 £
Cash at bank and in hand	596,988	(241,864)	-	355,124
	596,988	(241,864)	-	355,124
	(Decrease)/increase in cash Net funds at 1 April 2015 Net funds at 31 March 2016 Analysis of net cash balances	(Decrease)/increase in cash Net funds at 1 April 2015 Net funds at 31 March 2016 Analysis of net cash balances At 1 April 2015 £ Cash at bank and in hand 596,988	(Decrease)/increase in cash Net funds at 1 April 2015 Net funds at 31 March 2016 Analysis of net cash balances At 1 April Cash flow 2015 £ £ Cash at bank and in hand 596,988 (241,864)	(Decrease)/increase in cash Net funds at 1 April 2015 Net funds at 31 March 2016 Analysis of net cash balances At 1 April Cash flow Non-cash changes £ £ £ £ £ £ £ £ £ £ £ £ £ £ £ £ £ £ £

22 Commitments under operating leases

At 31 March 2016 the company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings		
	2016	2015	
	£	£	
Expiry date:			
Within one year	30,386	-	
Between two and five years	-	44,452	
	30,386	44,452	
	30,300	44,452	
		=====	

FOR THE YEAR ENDED 31 MARCH 2016

23 2015 Comparatives

	Unrestricted funds , £	Designated funds	Restricted funds	Total 2015 £
Income from:				
Investments	3,987	-	-	3,987
Charitable activities	2,641,689	-	-	2,641,689
Other income	19,469	· •	_	19,469
Total income	2,665,145			2,665,145
Expenditure on:				
Charitable activities	2,661,189	8,599	7,504	2,677,292
Total expenditure	2,661,189	8,599	7,504	2,677,292
Net income/expenditure	3,956	(8,599)	(7,504)	(12,147)
Other recognised gains and losses				
Net gains/losses on investments	92	-	-	92
Net movement in funds	4,048	(8,599)	(7,504)	(12,055)
Total funds brought forward at 1 April 2014	396,549	110,870	21,673	529,092
Total funds brought forward at 31 March 2015	400,597	102,271	14,169	517,037
•				

24 Related parties

During the year the Charity recorded transactions with the following related parties:

Lancashire Learning & Disability Consortium - Mr D G Naden is the chair of this organisation. Linkability received funds to the value £5,003 in the year ended 31 March 2016.

Integrate (Preston & Chorley) Ltd - Mr D G Naden is a director of this organisation. Linkability contributed funds to the value £408 in the year ended 31 March 2016.

South Lancashire Learning Disability Consortium - Linkability is a member of this organisation which provides centralised training across the sector. Linkability purchased training to the value £26,070 in the year ended 31 March 2016.

C L Initiatives - This charitable organisation publishes a sector specific magazine - 'Community Living'. Mr D G Naden is a director and member of the editorial board. Mrs R Trustam is a director and publisher. In the year ended 31 March 2016 Linkability paid a subscription of £4,000 together with a contribution of £5,000 towards infrastructure costs.

The related parties are charities or community organisations with activities which are complementary to and in furtherance of the objectives of Linkability. The trustees and officers of Linkability do not receive remuneration from these organisations and do not hold any beneficial interest.