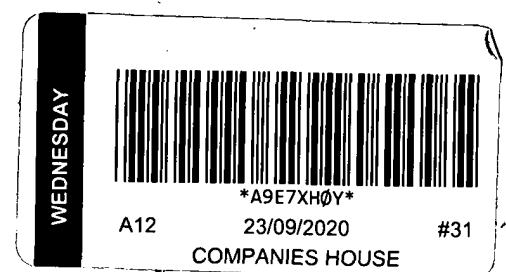


Charity Registration No. 701132

Company Registration No. 02350533 (England and Wales)

LINKABILITY
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020



LINKABILITY

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr Philip Entwistle - Chair	
	Mr John Holland	
	Mr Duncan Mitchell - Vice Chair	
	Mrs Rosemary Trustam	
	Mrs Kathryn Pattinson	
	Mrs Alison Tupling	
	Mrs Christine Chu	(Appointed 10 March 2020)
Secretary	Ms G Pilkington	
Executive director	Mrs J Adshead	
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	
Auditor	R P Smith & Co 2 Southport Road Chorley Lancashire PR7 1LB	

LINKABILITY

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LINKABILITY

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, present their report and accounts for the year ended 31 March 2020.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Charity's governing document, the Companies Act 2006 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 (FRS 102) (effective 1 January 2015)"

This year has seen unprecedented challenges for the Charity due to the Coronavirus Pandemic. This report does not capture the full effects of the impact of the Pandemic on the Charity, its beneficiaries and all of those associated with it. It is widely and unanimously felt that the early intervention and ongoing actions of the senior management team, operations team and all employees and volunteers of the Charity have been excellent and have resulted in very positive outcomes for the vulnerable people we support.

Objectives and activities

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 is upheld.

The communities in which Linkability presently provides services are Chorley / South Ribble, Ormskirk, Tarleton and Skelmersdale (Lancashire County Council), and Rochdale, Heywood and Middleton (Rochdale 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 undertook no inspections of our services. All current CQC reports are on both the CQC website <https://www.cqc.org.uk/provider/1-101612259> and Linkability's website, www.linkability.org.uk

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 14(2) of the 2016 Charities Act.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the Charity should undertake.

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance

Led by Linkability's Quality Sub Board, the organisation has undertaken multiple visits to tenancies utilising the quality monitoring documentation which supports this. This ensures that the support people receive in their homes is consistent with the demands of the regulations set out by the Care Quality Commission and their five 'Key Lines of Enquiry'. These were found to be well embedded into the practice of our workers.

- Our quality assurance was conducted during the year. We asked the people we support:

What makes you happy?

What do you like doing?

What things make you sad?

What can we do to make things better?

- Families were asked to respond to the following statements:

The service enables my relative to have good quality of life.

The service enables my relative to make choices that are important to them as an individual.

The staff care about my relative and go the extra mile.

I know the senior staff at the service and find them approachable and knowledgeable.

I would recommend Linkability to a family looking for support services.

I trust Linkability and believe the senior team lead the organisation well.

- Staff were surveyed and asked to respond to the following statements:

My manager treats me with dignity and respect.

I have constructive supervision on a regular basis.

I feel valued at work.

I am able to contribute to decisions made at work.

I feel welcome when I visit the office.

I would recommend Linkability to someone looking for work.

I have the training I need to do a good job.

I would be confident to report abuse and know who to tell.

I would recommend Linkability to someone looking for support.

The management team are approachable and committed to the company running well.

- All surveys were very positive in general however we continue to work hard in order to gain a greater number of responses.

- RBC, LCC, Explan, RDG (IIP) and RP Smith (auditors) have also completed external audits. 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 publicly listed by each funding authority.

- Within the year Linkability continued to deliver training to its staff at all levels through a variety of methods. During the year staff have been provided with an average of 17.3 days of training (2018/19 15 days, 2017/18 13.3 days, 2016/17 10 days). Staff repeatedly comment when surveyed that training at Linkability is excellent. 31% of staff hold a level 2 or above diploma. Specialist training has been delivered in areas of Specialist Feeding Techniques, Sex and Relationships, Positive Response, Safe Swallowing, Communication and Makaton to meet the specific needs of individuals.

- Staff recruitment has been conducted with the involvement of the people we support and on occasion their families. A working group met on a weekly basis in the year in order to ensure a sufficiency of suitable, high quality candidates for front line care and support work. We continue to work with partner agencies in this difficult area.

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

- The Annual General Meeting took place in September at The Rivington Barn, where the formal business of the charity was undertaken. As it was the 30th anniversary of the organisation there were special performances from the people we support, their staff and some of their family members. These consisted of singing and dancing and for the West Lancashire location a signing choir. The Heywood group have since continued their practices and even secured further bookings of public performances of their choir. All involved benefitted from making new friendships, learning new skills, having raised self-esteem and a greater sense of well-being. We also celebrated many of the achievements of the people we support. The annual staff awards were announced and prizes donated by sponsors were presented by our trustees.
- Linkability continues to contribute and network across all the localities in which it delivers services. For example Provider Networks connected to both LCC and RBC. Linkability hosts the Lancashire Area Learning Disability Registered Manager network meetings with funding and support from Skills for Care. The Executive Director is a regular contributor to Skills for Care Chief Executives Round Table.
- During the year Linkability held a number of constructive business meetings with LCC / RBC Contracts, Commissioners and representatives from Personal Social Care.
- Throughout the year The Executive Director 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. The LLDC also engaged the services of a specialist solicitor to challenge the funding of sleep-in provision by LCC.
 - The Family Forum continues to meet in line with the origins of the Charity as a family led organisation. The aim of the forum is to involve families in the running of the charity and to be a source of support and information to them. Amongst the topics covered during the year were: Recruitment and retention of staff, Staff Well-being, Mental Capacity for Relationships, Mental Capacity and Deprivation of Liberty Safeguards, How best to Engage with Families, Holiday and staff costs, The LCC Approved Provider List, LCC Housing Strategy.
 - 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.
 - Linkability continues to invest in and fully implement IT and software systems. This has enhanced the good practice of the people we support achieving their own personally stated 'outcome' enabling them to achieve aspirations and learn new skills. We continue to expand upon using the full capabilities within the software packages we use. In particular in the latter part of the year we have used FaceTime, Skype, Teams and Zoom to conduct our business and keep people connected with loved ones as the effects of Covid-19 were starting to be felt. The use of our cloud-based systems enabled home working for those who needed this and excellent connectivity was maintained using the Voice Over Internet Protocol (VOIP) telephone system when our teams were dispersed.
 - An application to join LCC's Approved Provider List was made in late March 2020. We have now been informed that we have been successful in our application.
 - The annual Spring business planning day was postponed and replaced by weekly meetings to plan for the impending Covid-19 outbreak.
 - The early planning for Covid-19 in February and March proved invaluable in ensuring the cohorting of staff in smaller groups, information sent to services for both people we support and their staff in connection with respiratory hygiene and the revision of business continuity plans as more information became available.

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

Financial review

The Board of Trustees have acted with prudence and care in challenging times and rising employee associated costs. Total income on unrestricted funds during the year ended 31 March 2020 was £3,842,560. The total unrestricted funds applied for charitable purposes was £3,831,396 resulting in a surplus on general funds for the year of £11,164. Losses on investments of £18,514 leaving a net movement after investments of a £7,350 deficit.

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 23 qualifying staff totalling £4,000.

During the year ended 31 March 2020 Linkability received income on restricted funds of £750, with restricted expenditure of £9,749. The balance on restricted funds at 31 March 2020 was £46,578.

Policy on reserves

General Operating Reserve (£474,914 Unrestricted funds)

This reserve is unrestricted and can be used for any purpose within the Charity's objectives. The Trustees aim for Linkability to hold sufficient reserves in order to maintain continuity and consistency to service users and employees in the event of a gap in funding or the loss of a service provision contract. This includes the reduction in income due to voids (unoccupied places in homes). If a service user moves on or sadly passes away, the Charity wishes to allow ample time for people to adjust to this change and for service users to be properly consulted about new people moving into Linkability's support. The availability of reserves for this purpose bridges what may be substantially long periods of loss of fees/rents.

The general reserves held at 31 March 2020 represent approximately 2 months' worth of charitable expenditure based on current activity levels.

Revaluation reserve (£5,016 Unrestricted funds)

This reserve represents the revaluation of investments, being the increase in value between the purchase price and the current market value. Whilst categorised within Unrestricted funds, this reserve is linked to the investments held and will only be available for general operating purposes should the investments be sold, at which time any increase in value since the acquisition date would be recorded as a realised gain. The Trustees regularly monitor the performance of investments to ensure that the Charity is not put at undue financial risk.

ROOTS Donation (£7,100 Restricted fund)

The restriction is that this fund is to be used for the direct benefit of service users and/or staff who were formerly supported by ROOTS. The Statement of Financial Activities shows utilisation during the year of £295 from this fund. This was expended on transport to and from last year's AGM and annual event.

West Lancashire Positive Living (£38,769 Restricted fund)

Monies relating to the caravan & photocopier.

Regional Managers Meetings (Skills for Care) (£709 Restricted fund)

The Skills for Care restricted fund represents funds received to host and coordinate the Regional Registered Managers meetings.

The Trustees, in line with the Charity Commission's guidance on holding reserves, will review the above reserve policy alongside any newly identified financial risks and commitments and make appropriate allocations during 2020/21.

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

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, IT failure and cyber-attack.

The review of the risks to the continuity of the business of charity in connection with flu pandemic was reviewed and revised during the weeks towards the end of the reporting period in the light of emerging advice from Public Health England, CQC, NHS and our Local Authority funders.

The senior management team, and Executive Director and Chair of Trustees met at least weekly and thereafter throughout the pandemic and formulated the priorities for the coming week and into the future. It is commonly held that this crisis poses the greatest risk ever felt by the charity.

The Charity maintains comprehensive insurance to cover a range of potential risks, including Trustee and Officers professional indemnity, employee and public liability. Excellent advice comes from our broker DE Ford who had ensured that we retain cover for communicable diseases.

Linkability has the benefit of professional representation and insurance cover from 'Explain' to mitigate the risk of potential employment tribunal claims. Explain in partnership with the Executive Director reviewed the Linkability staff handbook in February 2020.

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 challenging not helped by its lack of positive public image. Throughout the year Linkability's Assistant Directors and operations team have met with a focus on recruitment. That has led to successful recruitment of new employees and enabled a sufficiently resourced workforce to take the Charity forward into the months of the Pandemic. Linkability's retention rates remain well above the national average for the sector. The HR Sub Board pay regular attention to the reasons people leave and what works best in terms of recruitment. Word of mouth continues to be the best means of recruitment.

Linkability funded an uplift to all staff from April 2019. This represented an increase of 4.9% and increased the lowest paid workers in line with National Living Wage rates increases. We continue to value our workforce as we believe it to be our greatest asset supporting the aims of the charity. We are committed to the pursuance of proper remuneration of the workforce in recognition of the value of the work performed and continue to lobby those with the power to affect changes to this.

During the year funding authorities provided some uplift in daytime and sleep in fees. There continues to be no back pay for previous years from Local Authorities or awards from Central Government for sleep in payments to staff. In February 2020 the Supreme Court reviewed the July 2018 ruling that care workers who sleep overnight at the homes of people we support are not entitled to the minimum wage whilst they are sleeping. An anticipated result was expected in July 2020 however at the time of writing this is still awaited.

As has been consistently reported each year given the nature of the volatile market Linkability operates in there is an ever-present risk to the sudden loss of fees sadly due to the death of someone it supports. To manage the risk Linkability continues to carry a void reserve that for a short period can ameliorate the risk. As mentioned in past reports this gives time to review staffing need, look at redeployment and avoiding redundancy. During the year we have carried two vacancies at two supported living homes.

Reporting serious incidents

Linkability's 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 that have not already been brought to the attention of The Charity Commission or in such event has failed to do so.

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

Plans for future periods

The key priorities for the year ahead are:

- Ensure the safe delivery of services throughout the Covid-19 pandemic.
- To achieve the renewal of the original Linkability house in partnership with Jigsaw Housing.
- Recruit two new trustees and plan for succession of others.
- Continue to recruit staff who hold our values and maintain our retention rates.
- Maintain our position as a preferred provider of Lancashire County Council.
- Offer services to people new to Linkability in all locations.
- To ensure our office hubs are suitably placed in the communities in which we work.

Structure, governance and management

Linkability is a charitable company whose 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 needs of beneficiaries and nature of its activities. Members of the Charity hold responsibility for appointing Trustees.

The Memorandum and Articles of Association govern the activities of the Charity and were amended and a resolution passed in September 2018 to enable the amendments. In addition, two supporting documents were developed, these being: a 'person specification for the appointment of trustees' and 'rules relating to the admission of beneficiary members'.

The Board apply Charity Governance Code and the seven principles of organisation purpose, leadership, integrity, decision making and risk control, effectiveness, diversity and openness and accountability to the running of the Charity.

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.

Continued and well planned growth of Linkability is key to maintaining viability and to 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 Robert Crabtree	(Resigned 10 March 2020)
Mr Philip Entwistle - Chair	
Mr John Holland	
Mr Paul Jonas	(Resigned 18 September 2019)
Mr Duncan Mitchell - Vice Chair	
Mrs Rosemary Trustam	
Mrs Kathryn Pattinson	
Mrs Alison Tupling	
Mr David Naden	(Resigned 31 January 2020)
Mrs Christine Chu	(Appointed 10 March 2020)

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

Recruitment and selection of Trustees / Directors

Trustees / Directors are sought whose skills build on the skill base of the existing Board of Trustees which are outlined in the 'Person specification for the appointment of trustees' document. Where possible Linkability seeks to appoint Trustees living in communities in which it provides care and support services, personal lived experience of the needs of beneficiaries and/or skills required by the Board.

Under normal circumstances Trustees must not receive any monies or material benefit from the Charity. Trustees may only be remunerated, employed or provide goods or services to the Charity in the most exceptional of circumstances as outlined in detail in the governing document. Linkability is permitted however to refund legitimate Trustee expenses. During the year Trustees have not claimed any expenses.

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

There is a process of application that includes taking references, undertaking background checks such as a Disclosure and Baring Service (DBS) check and attending / observing a number of Board and / or Sub Board meetings. The applicant receives all the relevant information with regard to 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.

Mr Phil Entwistle remains as Chairperson, with Duncan Mitchell as Vice-Chairperson.

Linkability is extremely grateful to the trustees retiring during the year for their long service to the Charity.

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

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

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
The Remuneration Sub Board
The Quality Sub Board
The Premises & IT Sub Board
The Human Resources Sub Board

During the year, the Premises and IT Sub Boards were separated to:

The Premises Sub Board

The IT and Digital Sub Board

In addition, there is a family forum chaired by Mrs A Tupling and a tenants group 'Linked Voices' for Chorley, Heywood and West Lancashire each is chaired by a person who receives support from Linkability.

Employee involvement and employment of people with disabilities

Tenants meet in the Chorley and Heywood and West Lancashire locations at least quarterly. These 'Linked Voices' meetings are funded by Linkability and are arranged at times and dates specified by the people we support. A willing chairperson is supported by a staff member to preside over the meetings. The agendas include information from the Charity to tenants and the communication of good news and bad news to Linkability which may then be communicated to the Board. Guest speakers make presentations and role play reinforces the messages. Accessible sessions during the year included 'Breast Screening', a guest speaker attended to make a presentation, Hate Crime a guest speaker from Disability Equality North West facilitated the session, 'Fire safety' with an officer from Lancashire Fire and Rescue service, 'Healthy eating', 'eye care', 'dental and oral hygiene' with a practical demonstration, 'annual health checks', 'hearing and hearing tests', 'Linkability membership of your charity'. The tenants have also made plans to support external charities formed the topics for other sessions. The new Lancashire provider contracts and the possible impact on the people we support was presented to those tenants living in the Chorley and West Lancashire areas. The sessions also provide the opportunity for the people we support to network and socialise with others.

Representatives from the people we support attend the Quality sub Board with support for suitably experienced workers. Here they represent the views of their peers including issues brought forward by the Link Voices members and bring the news from self-advocacy groups they attend.

Employees continued to be consulted on issues of concern to them by means of consultative meetings/team discussions and in person with respective supervisors. The staff steering group continues to run effectively.

Staff enjoy access to copies of Community Living Magazine which keeps them up to date with external changes in the learning disability sector.

Linkability has long been mindful of the wellbeing of its workforce. A link has been formed with 'Able Futures' who deliver the 'Access to Work Mental Health Support Service' on behalf of the Department for Work and Pensions. Linkability has been able to refer staff to the service where staff may receive up to nine months of advice and guidance from a mental health professional. If needed Linkability has provided the meeting space to enable the sessions to happen. Several staff have taken up the service for a range of mental health needs.

Linkability relates the standards and guidance set out by Skills for Care.

Staff training data sets are maintained electronically using a specialist software package, 'People Planner'. Work has been completed to enable this to link directly with the Skills for Care Adult Social Care Workforce Data Set (which replaced the National Minimum Data Set during the year) to ensure that Linkability fulfils its responsibility towards the National data connected with the present and future development of the workforce.

Linkability, in accordance with its equal opportunities policy has long established recruitment, retention and training protocols. Analysis of records show retention rates remain well above national averages.

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

Linkability has several 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

The arrangement for review and updating the staff handbook is provided under a contract for services with Explaw. 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.

Relationships with related parties:

Staff at various levels in Linkability continue to participate the local networks. 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 28 years ago.

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 several 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. During the year LLDC sought and funded independent legal advice from a health and social care specialist solicitor in connection with the sleep-in payments from local authorities.

Skills for Care is the strategic body for workforce development in adult social care in England. It is an independently registered charity working with 35,000 adult social care employers with regard to setting the standards to equip over 1.5 million social care workers to deliver quality social care. The Executive Director attends meetings of the Skills for Care Chief Executive Round Table. All the Linkability Registered Managers are members of the National Skills Academy for Social Care. The Academy provides peer support to Registered Managers. This ensures a strengthening of their leadership capacity which has been positively reflected in the continuance of improvement in the quality of the support we offer. Linkability holds Skills for Care funding in order to chair and host the regional Learning Disability Registered Managers' Network.

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 in September 1999, Linkability has consistently held the award. In July 2019 a twelve-month review saw the 'Silver' status retained and that progress had been made towards planned strategic aims. Further improvements during the following year were laid out in some detail.

The Restraint Reduction Network Training Standards were introduced in 2019. This provides a national and international benchmark for training in supporting people who are distressed in education and health and social care settings. Our trainer in Positive Behaviour Management must now comply with these new training standards. The Positive Response Training Consultancy has now adapted their training to meet these standards. The purpose and aim are to ensure a commitment to reduce physical restraint. Linkability is an affiliated organisation in line with RRN training standards 2019. Our trainer is an associated trainer. We have seen consistently that having staff trained to these levels results in excellent outcomes for people we support who may otherwise be denied their ordinary life in our communities.

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 since the incorporation of Linkability (February 1989) both organisations have supported each other by sharing information, joint working, and mutual support in sector related issues.

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

Housing partners such as Chorley Community Housing, Places for People, Progress Housing Association, Golden Lane Housing, Rochdale Borough Housing, Adactus, Empower, Assured Living and Regenda continue to support the objects of Linkability.

For the eighth year in succession Linkability was pleased to be a main sponsor of 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 holds a place on both the magazine's Editorial Board and the Board of CL Initiatives. Linkability continues to provide back office support to the subscription and distribution of the magazine. The web version and website offer sponsors like Linkability another marketplace for Job adverts, Trustee appointments or other short articles promoting Linkability's values and achievements. It is thought that 'Community Living' is the only magazine which campaigns for the right of people experiencing learning disability in the UK.

Chorley Astley Rotary continue to generously donate the cost of an adventure holiday for one of the people Linkability supports and their carer. Across the years many people have enjoyed the holidays, irrespective of the person's level of impairment or disability.

Linkability is pleased to note that five independent companies sponsored the staff awards scheme. Prizes for the award winners were donated by Wizard Computers, RP Smith & Co, Brewin Dolphin, DE Ford and Whittle Jones.

Chorley Gospel Hall promotes seasonal activity and social events several times a year for the benefit of those to whom Linkability delivers services. The summer picnic and Christmas events are extremely popular and enjoyed by all at Linkability including our administrative staff and managers. Linkability has also been beneficiary of the free use of their premises particularly for training and tenants' meetings.

Linkability maintains links with The Chorley 'Link' Group, Attending the meetings with self-advocates who are supported by a member of the management team. Self-advocates in Chorley also attend the Lancashire wide Learning Disability Partnership Board. Here they can represent the views of their peers at Linkability on contemporary Learning Disability issues.

During the last ten years Linkability has become a prominent provider in the Rochdale location. Rochdale is situated in Greater Manchester which is a HM government devolution area. Our Registered Manager is an active member of the GM strategy group which is working on ten areas: reducing inequality, advocacy, bespoke commissioning, good health, employment, workforce development, early support solutions, the justice system, strategic leadership and belonging.

Our Registered Manager is the Chair of the Rochdale Learning Disability Provider Network. A relationship has been built with the local Health Action Group who now join the Provider Network to present and promote best practice towards achieving and maintaining optimum health for people who receive support in the area. The manager then represents providers at the Rochdale Learning Disability Partnership Board alongside representatives from the local CCG, parent carers groups, people who receive support, the community health team and training and developments teams.

The manager is also a panellist at the Deprivation of Liberty Safeguards dilemma group which provides advice and support to other providers with sensitive support issues.

Trustees' key responsibilities

The Trustees specifically consider the various risks faced by the Charity. As well as generally monitoring financial and operational management, as indicated under Governance, the main trading and operational risks are assessed and addressed through the Business Plan process. Through a quality assurance policy and individual support plans for each service user, the Trustees seek to discharge the risks faced by the Charity in the care of vulnerable individuals. Similar risks associated with the employment of staff are addressed through the development of staffing, training and health and safety policies and by placing responsibility on the Executive Director to carry out the required risk assessments.

LINKABILITY

TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2020

Disclosure of information to auditor


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 auditor is aware of such information.

Auditor

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.

The Trustees' report was approved by the Board of Trustees and signed on its behalf by:



Mr Philip Entwistle - Chair

Dated: 4/9/2020

LINKABILITY

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2020

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 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 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 Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

LINKABILITY

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LINKABILITY

Opinion

We have audited the financial statements of Linkability (the 'the Charity') for the year ended 31 March 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

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 2020 and of its incoming resources and application of resources, 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.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the the Charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

LINKABILITY

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF LINKABILITY

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 financial statements 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the the Charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

LINKABILITY

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF LINKABILITY

Use of our report

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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



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

Chartered Accountants
Statutory Auditor

4 September 2020

2 Southport Road
Chorley
Lancashire
PR7 1LB

LINKABILITY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

	Notes	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
<u>Income and endowments from:</u>					
Charitable activities	3	3,829,297	750	3,830,047	3,570,175
Investments	4	5,220	-	5,220	9,332
Other income	5	8,043	-	8,043	9,052
Total income and endowments		3,842,560	750	3,843,310	3,588,559
<u>Expenditure on:</u>					
Charitable activities	6	3,831,397	9,749	3,841,146	3,609,168
Net incoming resources/(resources expended) before gains/(losses) on investments		11,163	(8,999)	2,164	(20,609)
Net gains/(losses) on investments	10	(18,514)	-	(18,514)	2,607
Net movement in funds		(7,351)	(8,999)	(16,350)	(18,002)
Fund balances at 1 April 2019		487,280	55,577	542,857	560,859
Fund balances at 31 March 2020		479,929	46,578	526,507	542,857

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

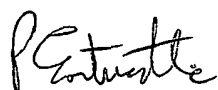
LINKABILITY

BALANCE SHEET

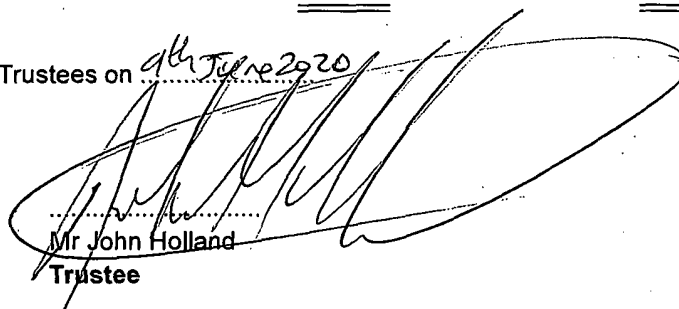
AS AT 31 MARCH 2020

	Notes	2020 £	£	2019 £	£
Fixed assets					
Tangible assets	11		46,915		59,999
Investments	12		250,912		273,530
			<u>297,827</u>		<u>333,529</u>
Current assets					
Debtors	13	236,470		181,651	
Cash at bank and in hand		385,528		312,381	
		<u>621,998</u>		<u>494,032</u>	
Creditors: amounts falling due within one year	14	(393,318)		(284,704)	
Net current assets			<u>228,680</u>		<u>209,328</u>
Total assets less current liabilities			<u>526,507</u>		<u>542,857</u>
Income funds					
Restricted funds	15		46,578		55,577
<u>Unrestricted funds</u>					
General unrestricted funds		474,913		463,750	
Revaluation reserve		<u>5,016</u>		<u>23,530</u>	
			<u>479,929</u>		<u>487,280</u>
			<u>526,507</u>		<u>542,857</u>

The financial statements were approved by the Trustees on 9th June 2020



Mr Philip Entwistle - Chair
Trustee



Mr John Holland
Trustee

Company Registration No. 02350533

LINKABILITY

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2020

	Notes	2020 £	£	2019 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	20		73,277		(72,173)
Investing activities					
Purchase of tangible fixed assets		(5,350)		(7,802)	
Interest received		5,220		9,332	
Net cash (used in)/generated from investing activities			(130)		1,530
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			73,147		(70,643)
Cash and cash equivalents at beginning of year			312,381		383,024
Cash and cash equivalents at end of year			<u>385,528</u>		<u>312,381</u>

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

Charity information

Linkability is a private company limited by guarantee incorporated in England and Wales. The registered office is Conway House, Ackhurst Business Park, Chorley, Lancashire, PR7 1NY.

1.1 Accounting convention

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 Charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared on the historical cost convention, except for the valuation of investment assets, which are shown at market value. The principal accounting policies adopted are set out below.

1.2 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.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the the Charity.

1.4 Incoming resources

Income is recognised when the Charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the Charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the Charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Resources expended

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

(Continued)

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.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

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:

Leasehold improvements	25% to 33% on cost
Office equipment and fixtures	5% to 25% on cost
Service base equipment and fixtures	5% to 25% on cost
Caravan for service users	10% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Recoverable amount is the higher of fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a pre-tax discount rate that reflects current market assessments of the time value of money and the risks specific to the asset for which the estimates of future cash flows have not been adjusted.

If the recoverable amount of an asset is estimated to be less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. An impairment loss is recognised immediately in income/(expenditure) for the year, unless the relevant asset is carried at a revalued amount, in which case the impairment loss is treated as a revaluation decrease.

Recognised impairment losses are reversed if, and only if, the reasons for the impairment loss have ceased to apply. Where an impairment loss subsequently reverses, the carrying amount of the asset is increased to the revised estimate of its recoverable amount, but so that the increased carrying amount does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior years. A reversal of an impairment loss is recognised immediately, unless the relevant asset is carried in at a revalued amount, in which case the reversal of the impairment loss is treated as a revaluation increase.

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

(Continued)

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.10 Financial instruments

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the Charity's balance sheet when the Charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the Charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the Charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

(Continued)

1.13 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.

1.14 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.

1.15 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.

2 Critical accounting estimates and judgements

In the application of the Charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

3 Charitable activities

	Provision of care 2020 £	Provision of care 2019 £
Services provided under contract	3,829,297	3,570,175
Other income	750	-
	<u>3,830,047</u>	<u>3,570,175</u>
Analysis by fund		
Unrestricted funds - general	3,829,297	3,570,175
Restricted funds	750	-
	<u>3,830,047</u>	<u>3,570,175</u>
For the year ended 31 March 2019		
Unrestricted funds - general	<u>3,570,175</u>	

4 Investments

	Unrestricted funds general 2020 £	Total 2019 £
Income from investment portfolio	3,773	7,863
Interest receivable	1,447	1,469
	<u>5,220</u>	<u>9,332</u>

5 Other income

	Unrestricted funds general £	Restricted funds £	Total 2020 £	Total 2019 £
Other income	8,043	-	8,043	9,052
For the year ended 31 March 2019	<u>8,902</u>	<u>150</u>		<u>9,052</u>

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

6 Charitable activities

	Provision of care 2020 £	Provision of care 2019 £
Staff costs	2,920,400	2,718,734
Depreciation and impairment	4,069	4,123
Agency staff	115,797	70,486
Staff training	18,000	25,438
Premises repairs, servicing, heat and light	6,736	7,433
Residents' living and household expenses	1,636	1,636
Staff travel and residents' transport	2,513	3,684
Medical supplies	13,299	13,572
Registration fees and subscriptions	11,766	11,592
Recruitment expenses	3,244	3,740
	<u>3,097,460</u>	<u>2,860,438</u>
Share of support costs (see note 7)	739,929	744,440
Share of governance costs (see note 7)	3,757	4,290
	<u>3,841,146</u>	<u>3,609,168</u>
Analysis by fund		
Unrestricted funds - general	3,831,397	3,600,231
Restricted funds	9,749	8,937
	<u>3,841,146</u>	<u>3,609,168</u>

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

7 Support costs

	Support costs	Governance costs	2020	Support costs	Governance costs	2019
	£	£	£	£	£	£
Staff costs	510,332	-	510,332	517,570	-	517,570
Depreciation	14,365	-	14,365	13,160	-	13,160
Office rent and rates	96,537	-	96,537	96,691	-	96,691
Insurance	14,221	-	14,221	14,386	-	14,386
Office light and heat	4,099	-	4,099	4,108	-	4,108
Office repairs	14,674	-	14,674	14,352	-	14,352
Postage and office supplies	29,968	-	29,968	28,947	-	28,947
Telephone	8,850	-	8,850	10,629	-	10,629
Professional fees	27,488	-	27,488	29,829	-	29,829
Bank charges	64	-	64	2	-	2
Investment charges	2,734	-	2,734	1,181	-	1,181
Sundry expenses	16,597	-	16,597	13,585	-	13,585
Audit fees	-	3,757	3,757	-	4,290	4,290
	<u>739,929</u>	<u>3,757</u>	<u>743,686</u>	<u>744,440</u>	<u>4,290</u>	<u>748,730</u>
Analysed between Charitable activities	<u>739,929</u>	<u>3,757</u>	<u>743,686</u>	<u>744,440</u>	<u>4,290</u>	<u>748,730</u>

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.

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2020 Number	2019 Number
Care and support staff	173	164

Employment costs

	2020 £	2019 £
Wages and salaries	3,102,850	2,939,515
Social security costs	228,276	217,935
Other pension costs	99,606	78,854
	3,430,732	3,236,304

The key management personnel of the Charity comprise of the Trustees, the Executive Director and the Assistant Directors. The total employee benefits of the key management personnel of the Charity were £231,848 (2019: £198,337).

The number of employees whose annual remuneration was £60,000 or more were:

	2020 Number	2019 Number
£60,000 - £70,000	1	-

10 Net gains/(losses) on investments

	2020 £	2019 £
Revaluation of investments	(18,514)	2,607

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

11 Tangible fixed assets

	Leasehold improvements	Office equipment and fixtures	Service base equipment and fixtures	Caravan for service users	Total
	£	£	£	£	£
Cost					
At 1 April 2019	33,580	87,030	88,563	36,004	245,177
Additions	-	5,350	-	-	5,350
At 31 March 2020	33,580	92,380	88,563	36,004	250,527
Depreciation and impairment					
At 1 April 2019	20,053	73,357	85,467	6,301	185,178
Depreciation charged in the year	10,539	3,826	626	3,443	18,434
At 31 March 2020	30,592	77,183	86,093	9,744	203,612
Carrying amount					
At 31 March 2020	2,988	15,197	2,470	26,260	46,915
At 31 March 2019	13,527	13,673	3,096	29,703	59,999

12 Fixed asset investments

	2020 £	2019 £
Listed investments	250,912	273,530
Listed investments included above:	2020 £	2019 £
Listed investments carrying amount	250,912	273,530

Fixed asset investments revalued

The investments are valued at their current market value, taken from the relevant stock exchange prices. A valuation report is received quarterly from the investment managers detailing the values of all securities held.

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

12 Fixed asset investments

(Continued)

Movements in fixed asset investments

	Managed Portfolio £
Cost or valuation	
At 31 March 2020	273,530
Valuation changes	(22,618)
At 31 March 2020	250,912
Carrying amount	
At 31 March 2020	250,912
At 31 March 2019	273,530

13 Debtors

	2020 £	2019 £
Amounts falling due within one year:		
Trade debtors	32,706	15,105
Other debtors	4,573	4,382
Prepayments and accrued income	199,191	162,164
	236,470	181,651

14 Creditors: amounts falling due within one year

	2020 £	2019 £
Other taxation and social security	52,444	46,668
Trade creditors	33,055	20,764
Other creditors	8,332	23,268
Accruals and deferred income	299,487	194,004
	393,318	284,704

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

15 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			Movement in funds			
	Balance at 1 April 2018	Incoming resources	Resources expended	Balance at 1 April 2019	Incoming resources	Resources expended	Balance at 31 March 2020
	£	£	£	£	£	£	£
Roots donation	7,775	-	(295)	7,480	-	(380)	7,100
West Lancashire Positive Living	56,589	-	(8,492)	48,097	-	(9,328)	38,769
Skills for Care	-	150	(150)	-	750	(41)	709
	<u>64,364</u>	<u>150</u>	<u>(8,937)</u>	<u>55,577</u>	<u>750</u>	<u>(9,749)</u>	<u>46,578</u>

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

The Charity took over the operations of West Lancs Positive Living Limited in 2016, including staff and service users. Prior to being formally dissolved, West Lancs Positive Living Limited made donations to Linkability of its remaining bank balances, and it also donated a static caravan, which was held for the benefit of service users. The caravan was upgraded to a newer caravan and continues to be offered for use by service users. The fund value carried forwards includes the carrying value of tangible fixed assets purchased as restricted assets (including the caravan).

The Skills for Care restricted fund represents funds received towards the cost of staff training for a diploma qualification.

16 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:

In the year ended 31 March 2020 Linkability received donations of £1,372 which the Trustees have designated to be used to recognise staff achievements.

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

17 Analysis of net assets between funds

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £
Fund balances at 31 March 2020 are represented by:						
Tangible assets	20,655	26,260	46,915	30,296	29,703	59,999
Investments	230,594	20,318	250,912	273,530	-	273,530
Current assets/ (liabilities)	228,680	-	228,680	183,454	25,874	209,328
	<u>479,929</u>	<u>46,578</u>	<u>526,507</u>	<u>487,280</u>	<u>55,577</u>	<u>542,857</u>

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

18 Operating lease commitments

At the reporting end date the Charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2020 £	2019 £
Within one year	56,001	39,952
Between two and five years	94,812	10,305
	<u>150,813</u>	<u>50,257</u>

19 Related party transactions

Transactions with related parties

During the year the Charity entered into the following transactions with related parties:

Integrate (Preston & Chorley) Ltd - Mr D G Naden is a director of this organisation. Linkability contributed funds to the value £15 in the year ended 31 March 2020 (2019: £103).

C L Initiatives - This charitable organisation publishes a sector specific magazine - 'Community Living'. Mrs R Trustam is a director and publisher, Mr D G Naden is a director and member of the editorial board, and Mrs J Adshead is a director. In the year ended 31 March 2020 Linkability paid £420 for staff training (2019: £4,000 for magazine subscription).

The Lancashire Learning Disability Consortium (LLDC) - Linkability is a member of this organisation and Mrs J Adshead sits on its board. During the year ended 31 March 2020 Linkability paid membership fees of £800 (2019: £400).

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.

No guarantees have been given or received.

LINKABILITY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

20	Cash generated from operations	2020 £	2019 £
	Deficit for the year	(16,350)	(18,002)
	Adjustments for:		
	Investment income recognised in profit or loss	(5,220)	(9,332)
	Fair value gains and losses on investments	22,622	(2,607)
	Depreciation and impairment of tangible fixed assets	18,433	17,283
	Movements in working capital:		
	(Increase) in debtors	(54,819)	(21,727)
	Increase/(decrease) in creditors	108,611	(37,788)
	Cash generated from/(absorbed by) operations	73,277	(72,173)
21	Analysis of changes in net funds		
	The the Charity had no debt during the year.		