

Company no: 5990592
Charity no: 1117645

**SIGNPOSTS MULTI AGENCY
RESOURCE CENTRE LIMITED**

TRUSTEES' REPORT AND ACCOUNTS

FOR THE YEAR ENDED

31 MARCH 2010

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

CONTENTS

Company information	1
Annual report	2
Independent auditor's report to the shareholders	17
Statement of financial activities	19
Balance sheet	20
Notes to the accounts	21
<i>The following does not form part of the statutory accounts</i>	
Unrestricted funds – income and expenditure account	31

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

REFERENCE AND ADMINISTRATION DETAILS

Trustees	Robert Raby	-	Chair
	Julia Swarbrick	-	Deputy Chair
	Melanie Evans	-	Treasurer
	David Barnes	-	resigned 26 October 2009
	Mark Levine		
	Eric Stead		
	Rona Forsyth		
	Noreen Haselden		
	Amanda McKnight		
	Clare Long		
	Lynn Broadbent	-	resigned 23 July 2009
Melody Treasure			
Terry Graham			
Sally Pidd	-	appointed 23 July 2009	
Hayley Johnson	-	appointed 23 July 2009	
Peter Vreede	-	appointed 23 July 2009	
Chief Executive	Pamela Beswick		
Company number	5990592		
Charity number	1117645		
Registered Office	58 Regent Road Morecambe LA3 1TE		
Accountants	Scott and Wilkinson Dalton House 9 Dalton Square Lancaster, LA1 1WD		
Auditor	Moore and Smalley LLP Chartered Accountants & Statutory Auditors Richard House Winckley Square Preston PR1 3HP		
Bankers	The Royal Bank of Scotland plc 2 New Street Lancaster LA1 1EG		
	CafBank Limited Kings Hill West Malling Kent ME19 4TA		
	The Cooperative Bank PO Box 101 1 Balloon Street Manchester M60 4EP		
Solicitors	Wright and Lord Solicitors Victoria Street Morecambe, LA4 4AF		

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

The trustees present the annual report and the audited accounts for the year ended 31 March 2010.

Reference and administrative details

Details of the charity trustees and advisors are shown on page 1.

The registered name of the charity is Signposts Multi Agency Resource Centre Limited, also known as Signposts MARC Limited and Signposts (Charity registration number 1117645, Company Registration 05990592). Signposts is registered in England and Wales.

Structure, governance and management

As agreed at its EGM on 22 March 2007, at 31 March 2007 Signposts (*Registered Charity 1076393*) transferred its assets and undertaking to Signposts MARC Limited, a Company Limited by Guarantee and registered Charity which is governed by Memorandum and Articles of Association agreed on 4 April 2006 as amended on 24 September 2007. The company was incorporated on 7 November 2006.

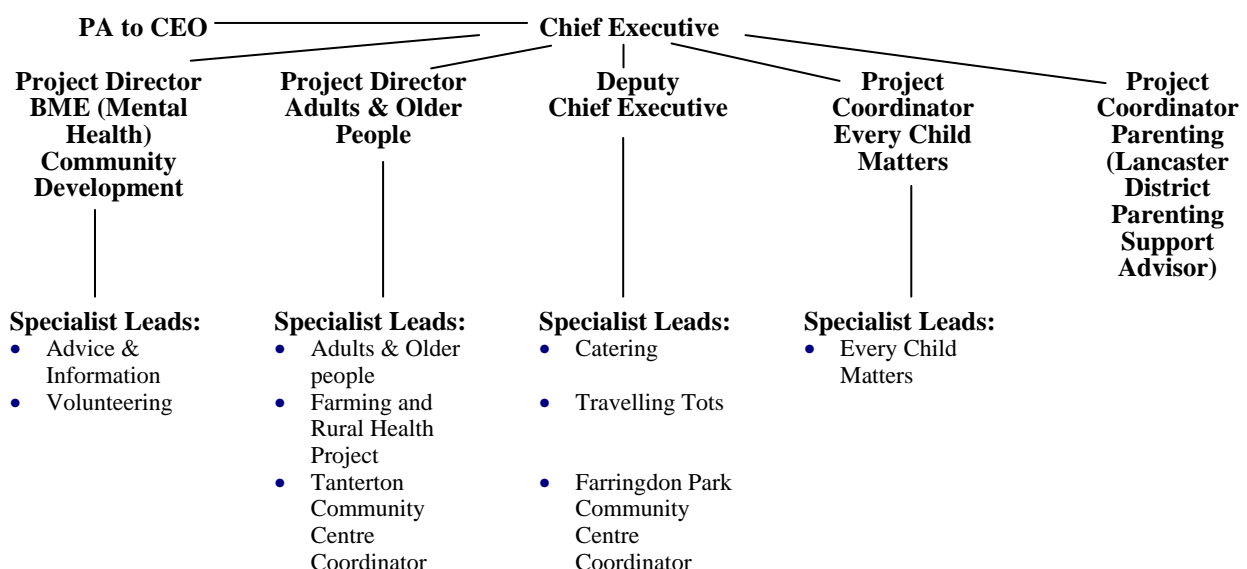
Directors are elected each year at the Annual General Meeting by the members of the charity and can be appointed at Board Meetings as and when required.

Induction and training of trustees

Directors have access to a variety of information about the project, including documents relating to policy and history, which are available to them with a passworded section of the website along with access to a minute book and a buddying system where requested. They are offered opportunities to access training on governance and related issues and are given Charity Commission documentation on "Being a Trustee".

Organisational structure

Lines of management are shown in the following table, with effect from 31st March 2010. The Chief Executive, Deputy Chief Executive, Project Directors and Specialist Leads have day to day management responsibility for the project. Decisions are made within this management team and by the Executive Committee.



Work is supported by a team of substantive delivery and admin staff, Sessional workers, CYS & Social Work students and Volunteer staff

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Risk management

The Directors have carried out an assessment of the financial risks to which the project is exposed and regular monitoring is carried out in order to mitigate these risks. The charity has also carried out an assessment of other risks within the project.

Objectives and activities

Mission statement: "Signposts – working to empower the community".

The aims of the service

Extract from Signposts Memorandum and Articles of Association

"To relieve the poverty and promote the benefits of the inhabitants of Lancashire and Cumbria with particular reference to those in the area known as the West End of Morecambe, without distinction of sex, sexual orientation, age, race or political, religious or other opinions."

Objectives

To provide services which relieve, support, help and advise those who are:

- Poor
- Unemployed
- Elderly
- Physically or mentally ill or convalescing
- Disabled
- Dependent on alcohol and drugs
- Victims of abuse, violence or crime
- Families or carers of the above

Vision

To provide services which relieve, support, help and advise:

- **Those who are poor:** by working in the most disadvantaged parts of Lancashire and Cumbria including the rural areas, providing a service that is locally based, accessible and accountable.
- **Unemployed:** by providing information and advice services, access to volunteering, gateways to employment including the opportunity to join the Signposts' team and the provision of high quality training and the development of social enterprise models.
- **Elderly:** by working in partnership with statutory services and others to enable older people to live independent fulfilled lives in their communities via volunteering, information and advice, alternatives to daycare and health drop-ins and clinic provision.
- **Physically or mentally ill or convalescing:** by the provision of specialist services and encouraging health and wellbeing within the project, within the team and within the community by the provision of groups, access to information, healthy eating, work with carers and respite provision.
- **People with a disability:** by working within equal opportunities and inclusive practice which seeks to involve everyone in services and at all levels of the organisation, together with specialist provision around access to activities and leisure and young carers.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

- **People who are dependent on alcohol and drugs:** by working in a non-judgemental and inclusive environment which sees the individual rather than their drug or alcohol use and which seeks to make a difference, and by working co-operatively with statutory services to offer community based provision.
- **Victims of abuse, violence or crime:** by working with communities to address the causes and the fear of crime, by working with those who are the victims of crime, particularly domestic violence, by providing diversionary activities for young people and recognising that young people are often the victims of crime rather than the perpetrators. By seeking to enable people to have control of their lives and circumstances so they can make positive choices around living in harmony with their family, neighbours and community.
- **Families or carers of the above:** by the provision of specialist family support services, childcare, mobile crèche provision, practical help, advice and information, work with young people and young carers in a non-judgemental way which encourages those who are hard to reach to access services to feel valued and to gain control over their lives and circumstances and for their voices to be heard.

Signposts – a historical perspective

Signposts was conceived as a collaborative project to meet the needs of the West End of Morecambe. The area had been identified as having particular difficulties in terms of health, housing and poverty and it was recognised that the area lacked a focus for statutory and voluntary agencies who wished to address those needs.

A lot of research has been undertaken by various agencies which included an assessment of the issues affecting the West End (formerly Alexandra Ward). These reports include:

- Lancaster District Poverty Profile (April 1994) City of Lancaster Economic Development Service
- Public Health in Lancaster (1993) Morecambe Bay Health Consortium
- Morecambe West End Renewal: A Strategy for Change (October 1993) Lancaster City Council
- Turning the Tide: The Renaissance of a Resort (September 1994) Lancaster City Council
- Homeless on Sea: An Investigation into the plight of the Single Homeless in Seaside Towns (July 1993) Crisis
- Crime and Disorder Strategy (1999) Lancaster City Council
- Lancaster District Employment Trends and Prospects (1996 update) Lancaster City Council Economic Development Service
- Winning Back the West End (2001)
- Morecambe Action Plan (2002)

The planning of the Centre was undertaken by a small steering group comprising representatives of the Private Housing Services (City Council), Priority Services NHS Trust, Youth and Community Service (County Council), Council for Voluntary Service (CVS) and Morecambe and Heysham Citizens Advice Bureau (CAB) and this Steering Group evolved into a multi-agency management committee, which was a subcommittee of the Council for Voluntary Service. The project opened in 1994 and was managed by the sub-committee of CVS until 1 July 1999 when the project became an independent charity managed by an Executive Committee of 12 Directors. Signposts became a Company Limited by Guarantee with Charitable Registration on 1 April 2009 and has a board comprising of up to 15 members.

Funding for Signposts came initially from Joint Finance for three years for running costs (and setting up costs) and for the full-time Centre Co-ordinator, together with 80% of the Assistant Co-ordinator's salary (the other 20% being met by project work monies) to develop information and advice services at the Centre. Signposts was reviewed in 1997 led by LCC Social Services and a partnership funding package was agreed between Morecambe Bay Health Authority, Lancaster City Council, The Single Regeneration Budget and Lancashire County Council Social services for the year-on-year funding for 1998/1999, 1999/2000 and 2000/2001. SRB ended in 2000/2001 and a tripartite SLA continued with Lancaster County Council, Morecambe Bay Primary Care Trust and Lancashire County Council Social Services.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

The capital costs of converting the ground floor of the building into a centre were met by North British Housing Association as part of their development of the whole building. NBHA continues to own the building and has converted the upper floors into flats and Signposts separately leases the ground floor from them. The Centre has been furnished to a very high standard and this has been appreciated by all who work there and by those who use the services contained therein. The original building remains the base for the Information and Advice Service and the Management Base.

As the project expanded, new premises and projects were identified.

Signposts is now offering services in Lancashire and Cumbria.

Signposts:

- is a Member of Advice UK (formerly FIAC)
- was awarded the Quality Mark at General Help level by the Legal Services Commission in November 2000, reviewed in September 2009 and extended to include Casework
- was awarded the Investor In People award in July 2004 (renewed in July 2007)

The agreed values on which the service is based are:

- Everyone should be seen as unique and individual and accorded dignity, respect and status
- Service users should be given opportunities to develop skills and capabilities that enable them to make choices and take decisions about their lives
- Comments or complaints about services can be used positively to highlight or remedy service deficiencies
- Relationships with service users should be conducted in an open manner
- Confidentiality is a major right

Current position (at 1 April 2011)

Signposts works in a variety of ways (see diagram A) to meet the needs identified by statistical analysis and agency responses. It particularly targets those who are most vulnerable in the community for a variety of reasons which include mental health, physical and learning difficulties, older people, women and single parents, isolated single men (young and old), young people, families, the unemployed, homeless and roofless people.

It maintains close links with relevant agencies in its area of benefit.

From the beginning it was envisaged that Signposts would have a multiplicity of roles and would respond to the needs of the community as they evolve.

Policies

To support this work it has developed a range of policies to underpin its practice and to manage its team. These can be categorised as practice related, staff and volunteer related and health and safety policies.

Policy documents can be found on the Signposts website www.signposts.org.uk/policies.htm

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Methods

The project is delivered via:

- Prevention, effective signposting to other services and the reduction of inappropriate referrals to other agencies
- Intervention at a low level to identify the correct route into services
- Partnership work with others around casework and ongoing support and intervention
- Empowerment of people beyond crisis
- Empowerment of communities to meet their own needs
- Provision of intervention and support work at a level appropriate to need, providing services below the threshold criteria and on behalf of local statutory service providers

Gateway/access route

Via information and advice, family support, housing support, floating support, work in the community, events and activities.

Access/resources

Within the whole project the following practical steps have been taken to ensure the project is accessible to all. Individual guidance booklets outline provision at each base:

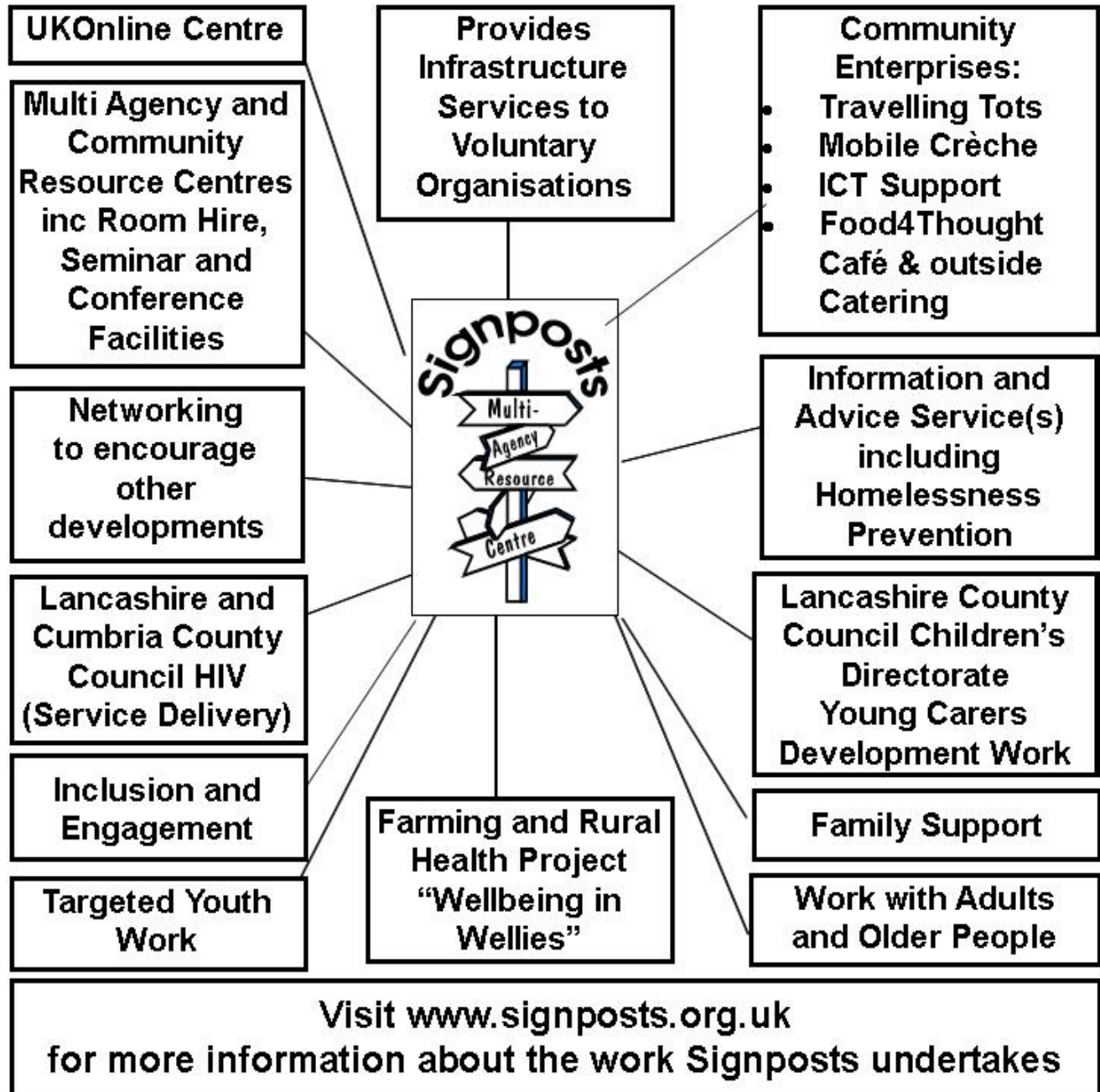
- Facilities and equipment for people with physical and sensory impairment
- Information in large print, on video, in different languages
- Availability of Internet, a Minicom and a loop hearing system
- Men's and women's sessions with childcare (as needed)
- Shower and washing facilities for homeless people
- Information appropriate for people with learning difficulties
- Services for parents – including teenagers and other targeted work including Young Carers work
- Providing a local base for specialist agencies

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Diagram A - Signposts Roles



SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Premises

	<p>Main Office 58 Regent Road, Morecambe, LA3 1TE Tel: 01524 419021 Fax: 01524 411541 signpostsmarc@signposts.org.uk</p>
	<p>Signposts at West End Community Enterprise Centre Westminster Road, Morecambe, LA4 4JE Tel: 01524 419021 signpostsmarc@signposts.org.uk</p>
<p>Information and Advice Service 93 Westminster Road, Morecambe Tel: 01524 419597 info.and.advice@signposts.org.uk</p>	<p>Community Shop (Closed 31 March 2010) 37 Yorkshire Street, Morecambe, LA3 1QF Tel: 01524 413064</p>
<p>ICT Support Service Tel: 01524 427788 Email: support@vcfs-icts.org.uk Web: www.vcfs-icts.org.uk</p>	<p>Signposts at The Rainbow Centre Clarence Street, Morecambe, LA4 5EX Tel: 01524 413967</p>
<p>Farrington Park Community Centre 18-24 Thirlmere Road, Preston, PR1 5TR Tel: 01772 759413 or Tel: 01772 703018</p>	<p>Food4Thought Poulton War Memorial Hall, Church Street, Poulton, Morecambe, LA4 5QA Tel: 01524 416481 Email: f4t@signposts.org.uk</p>
<p>Grange Park Community Centre 2-4 Hazel Grove, Ribbleton Preston, PR2 6PT Tel: 01772 653539</p>	<p>Tanterton Community Centre Kidsgrove, Tanterton Preston, PR2 7BX Tel: 01772 723329</p>

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Activities, achievements and performance for the year

This list provides an extensive but not exhaustive list of what we have been doing in the past 12 months which relates directly to Public Benefit analysis and our Aims and Objectives. A separate more detailed Annual Report detailing activity is available and can be read in conjunction with this synopsis.

During the last 12 months Signposts has achieved many things including:

- Dealing with circa 48,000 contacts (of whom circa 10,000 were children) through its whole service reflecting the changes that have been made to service delivery and continue to be made
- Continued to work closely to the aspirations of Every Child Matters and Youth Matters throughout our work with Children, Young People and Families – to include work with Young Carers, Juice Bars x 2 and Youth Café and Family Support Work to young people and their families
- Completed the Children’s Evaluator Pilot for Lancashire County Council – which considers how young people 5 – 13 can be included in an analysis of the quality of services designed to meet their needs
- Continued to develop the programmes of the three Community Centres in Preston to meet the needs of the local communities, including investment in fixtures and fittings and upgrades with the help of the Marriott Hotel, the Princes Trust and Impact Neighbourhood Management.
- Delivered services to Adults and Older People via Help Direct for the Lancaster District which includes reaching out to Adults and Older People who may be the most disadvantaged and hard to reach - also work with Homeless Prevention and Entrenched Homelessness via The Doorstep Project
- Delivered Sexual Health Drop-In and Detached Work for the Lancaster, Skerton and Heysham areas. Co-delivered with NHS Personnel Sexual Health Clinics and Detached Work in Morecambe West End. All reach young people to offer advice and information and access to resources including condoms and wider Sexual Health Clinic Services
- Continued to host the Parenting Co-ordinator post for Lancaster District where the Parenting Strategy was recognised as an exemplar of good practice by Lancashire County Council. A parenting website has also been developed for Lancaster District.
- Delivered Dads Work and self-development courses for parents in Partnership with Preston West and Riverbank Children’s Centres in Preston. Delivered 1-2-1 work with Dads in Morecambe.
- Development of Travelling Tots and Food4Thought Social Enterprise and Café
- Continued to develop the Working Together Strategy for Cumbria for People 50+ with particular emphasis on seldom heard voices
- Consolidated and expanded the Farming and Rural Health Project – its remit is to reach isolated farming and sparse rural communities and to meet the needs of those who do not easily access services
- Made a renewed commitment to Equal Opportunities and Anti-oppressive Practice fuelled by the work of the BME Mental CDW funded by North Lancashire Teaching PCT and its associated Focus Group and links to Out in the Bay LGBT Group
- Looked at participation and inclusion across our whole portfolio of work and strengthened our commitment to “Hear by Right” and the UN Rights of the Child and the Engagement of Older People fuelled by our work with young people and our Working Together Contract in Cumbria – which included the achievement of the NAVAJO Charter Mark
- Strengthened our commitment to Volunteers and Volunteering
- Continued to deliver HIV Services in the North Lancashire PCT Area and extension of the role into Cumbria
- Developed a new project with HMP Lancaster Castle and Partners to deliver a Visitor Centre service
- Achieved renewal of our Community Legal Services Quality Mark at General Help Level and expansion to Case Work

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Activities, achievements and performance for the year (continued)

- Renewed all our Policy Documents and developed new ones
- Closed the Community Shop on Yorkshire Street and moved our Main Office into the West End Community Enterprise Centre which enabled improvements to our Information and Advice Centre and the move of the On Line Centre
- Delivery against the Aiming High for Disabled Children agenda
- Development of Farringdon Park Community Centre as a training and meeting venue
- Upgraded our Health and Safety Policy and Practice

Strategic overview

This year has been about consolidation and a response to an ever changing working environment which has seen major disruption and change within the national, regional and local environment with unprecedented financial and political instability. Signposts has risen to this challenge at all levels and has been open to new opportunities within consortium and partnership working which has led to some excellent pieces of work within a framework of integrated working and contractual compliance with an emphasis on quality practice which is underpinned by quality standards and policy documentation. We have responded to tender opportunities as they have arisen and the preparatory work which was done in 2008/09 has meant that the organisation is tender ready and has the infrastructure and capacity to deliver.

There continue to be major challenges and we strive to overcome them – in the main because of the strong team approach that we have as an organisation which includes the Trustees, paid staff and volunteers.

The results of this effort can be seen in the service delivery which is directly related to our Mission, Aims and Objectives and Vision.

We have continued to work hard and have achieved much – and are grateful for the support we have received from partners and stakeholders – particularly the new ones which have been strengthened and developed in Cumbria and Preston.

The work continues and the priority areas identified in 2008/9 have been addressed in the following ways:-

Strategic Target	Achievements
<ul style="list-style-type: none">• Develop an appropriate curriculum for Signposts to include staff / team / resource management and an accommodation portfolio which is “fit for purpose”	<ul style="list-style-type: none">• Appropriate practical resources are in place to support the work and equipment that is available is suitable• A new Training Policy has been introduced which strengthens the compulsory training package for all Signposts staff including working with people, working with young people and CAF (where appropriate), safeguarding, and dealing with conflict and aggression• A Team Bulletin is circulated on a monthly basis with regular team meetings which consider curriculum and practice issues. Task and finish group have been established to consider important areas of work and these have been successful in enhancing service delivery• A Health and Safety Committee has been established and has been meeting regularly and regular compliance checks have been undertaken to ensure premises are fit for purpose

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

<ul style="list-style-type: none"> Develop a forward looking Financial Strategy which takes the work beyond 09/10 and includes a new Business Plan and Strategic Plan 	<ul style="list-style-type: none"> The social enterprise (earned income) capacity of Signposts has been consolidated and this continues to be an important element of the financial portfolio. This has been expanded throughout the organisation in terms of making the team aware of a business approach to their work in terms of marketing. A new Buildings Book has been developed which encompasses the whole of the accommodation portfolio. The financial climate has brought challenges in terms of achievement of a Financial Strategy but work continues on this to ensure viability and achievement of goals especially within partnership collaboration and the consideration of formal links with other organisations. Monitoring systems have been substantially improved to meet the current demands of the organisation and are flexible to meet future needs, particularly with regards to outcome focussed monitoring and the ability to show individual and organisational change – person centred and goal orientated monitoring is used
<ul style="list-style-type: none"> Undertake a thorough analysis of climate and new ways of working to include commissioning and tender readiness and seek to understand competition and partnership working – including strengthening Quality Marks 	<ul style="list-style-type: none"> Tender readiness training has been undertaken at Strategic Management level Community Legal Services General Help quality Mark (increasing to Casework level) has been achieved Work has begun on Investor in Volunteering with the strengthening of systems and Volunteer Documentation NAVAJO Charter Mark has been achieved ISO 9001 and PQUASSO are still being considered PCT contract Compliance has been achieved and an Information Governance Policy and Plan is being developed The Board and SMT regularly review the Political and Legislative framework
<ul style="list-style-type: none"> Promote and market Signposts 	<ul style="list-style-type: none"> Less progress has been made in this area, but templates for promotional material have been introduced A marketing strategy is still needed
<ul style="list-style-type: none"> Ensure participation at all levels of the organisation and embed in practice 	<ul style="list-style-type: none"> Improvement is needed in this area to encompass the whole organisation Regular Team Bulletins are circulated and regular team meetings are held The capacity of the organisation has mitigated against the full achievement of this target in that we are doing more with less and the SMT and Operational Managers have less time to promote participation – however regular evaluation and feedback specific areas of work is undertaken

It is pleasing to note that most of these actions have been achieved and are reflected in the Achievements listed at the beginning of this report and in the Project Sections of the main Annual Report – of particular additional note is:

- Extensive Policy Development Work with the Review of all existing Policy Documents in August 2009 and the Introduction of New Ones – listed on the Website
- Introduction of Safer Recruitment Procedures and the refresh of policy and practice and the introduction of a new Team Database

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

- Development of new Strategic Plan – to be concluded in August 2010
- BME focus group and increased diversity and inclusion within the organisation

Whilst we have developed new and innovative ways of working within our practice we have also kept to tried and tested methods and have been clear that our main core purpose is to work with those who are most disadvantaged and difficult to engage and work with. This has not been easy for the team and we have offered support and training to all who are involved whilst making it clear that our target group is those who are most marginalised and that we must then do whatever is necessary to make it possible to manage the risks inherent in this and to offer back-up to achieve a quality service.

We have had regard to the Guidance from the Charity Commission on Government Guidance around new legislation for charities which, amongst other provisions, highlighted the requirement for all charities' aims to be, demonstrably, for the public benefit.

We have delivered services consistently against the background of constant change within the working environment and partner agencies and have reminded ourselves that, whilst change is difficult, this must not dis-empower or stop us from delivering against our core mission and that we need to keep going in the face of change and to embrace it with enthusiasm if we can.

It remains of huge importance that the organisation is forward looking and optimistic whilst willing to embrace difficult ideas and challenges - effective strategic planning is important because:

- It helps the organisation to focus on or renew its purpose and vision
- It enables the organisation to develop priorities and plans that enable it to respond to changes, opportunities and threats in the outside world
- It should build commitment amongst key people in the organisation to the organisation's future direction and priorities

This has never been more important than this current year when all organisations are holding their breath in the face of enormous financial difficulties when we are expecting massive cuts in public services and the knock on effect this could have on the sector.

In order to move the organisation forward we have set the following strategic targets for the financial year 2010/11 based on an analysis of risk:

- Finalise the Strategic Plan with stakeholder engagement
- Respond to new ways of working within Collaboration, Partnership and Merger
- Support the Organisation through a period of Change

Reserves policy

It is the policy of the charity to maintain unrestricted funds, which are the free reserves of the charity, at a level which equates to approximately three months unrestricted expenditure. This provides sufficient funds to cover management and administration and support costs and to respond to emergency applications for grants which arise from time to time. At the balance sheet date the free reserves of the charity amounted to £60,345 which is above the target set by the Directors.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Principal funding sources

Funding was received from the following main sources during the year:

- Lancashire County Council: SSD Adult and Community Services, Children's Directorate, Young Peoples Service, Children's Centres in Lancaster District and Preston, Carers Grant, Childrens Trusts, Extended Services, Teenage Pregnancy
- Cumbria County Council
- North Lancashire Teaching PCT (including BME Community Development Worker)
- Lancaster City Council (via Lancaster District YMCA)
- Preston City Council
- NCB Young Inspectors
- FC Scott Charitable Trust
- The Tudor Trust and The Hadfield Trust
- Lloyds TSB Foundation
- Earned Income – Services including work with Morecambe Homeless Action, VCFS ICTS Support Service, Travelling Tots Mobile Crèche provision and Food4Thought catering enterprise.

Signposts commits expenditure against the projects it is funded to deliver, as outlined above in order to support the key objectives of the charity.

Plans for future periods

The current funding strategy for Signposts is based on the realisation that we currently operate in a transition period between traditional grant making and the move towards commissioning of services and competitive tendering. The realities of the situation is that organisations like ours need to configure their work so it can either be (a) funded via grants or loans or (b) spot purchased or block purchased on a unit cost basis or (c) via competitive tendering. It could also mean in the short to medium term that funding will remain on a dual basis – several funders have indicated that they intend to retain an element of grant funding particularly for smaller amounts designed specifically to support small to medium voluntary sector organisations. A new addition to the thinking will be the introduction of Personalised Budgets.

A further change is where funding is aimed at national, regional and sub-regional targets and the expectation is that organisations will form consortia to maximise opportunities within this new funding regime and will work together to achieve strategic delivery and economies of scale. Signposts is working towards the creation of a critical mass of activity whereby it can withstand funding changes and retain the core elements of its workforce and organisation to create stability and to ensure quality standards are both retained and met.

The Development Plan for Signposts which preceded the current one and which formed the basis for the expanded Future Builders Model has been achieved in that the project has expanded into other parts of Lancashire and also now operates in Cumbria. There has been increasing demand for the services which we offer and the project has worked very hard to respond to the opportunities available without losing its sense of purpose or expanding so fast that the project could "break". We have ensured that governance including financial governance has kept pace with change – which has seen the project grow exponentially year on year.

Signposts has achieved some financial stability due to the increasing possibility of income generation via room rental, services and student and other placements which are beginning to represent considerable sums of money that can then be reinvested in the Organisation to support existing work and to seed fund new developments.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Plans for future periods (continued)

The Organisation has an increasing assets base and the success of funding bids would indicate that it has a good reputation with funders – every effort is made to maintain good relationships with partners and funders and to communicate effectively with them both formally and informally. There is an increasing burden on accountability with the consequent need to increase financial and administrative support.

The current challenges facing the Organisation can be summarised as follows:

To consolidate the current position and maintain levels of funding together with consolidation of the new management structure which is beginning to be embedded in the work. It is also still necessary to undertake change management and to maintain levels of training and support. The emphasis will be on expansion and working to the tendering and commissioning model addressing the public service delivery agenda whilst retaining the emphasis and difference that a voluntary sector service can bring. We will also be developing new partnerships and consortia working arrangements.

It is the intention currently to:

- Maintain current levels of existing funding streams and develop relationships with partners
- Seek new sources of funding to develop work within the Development Plan
- Respond to the changing agenda within the Voluntary Sector regarding the return to the purchaser/provider model
- Prepare an Action Plan for each area of work
- Consider the asset base of the Project and to make increased capital investment in buildings and resources

In acknowledgement of the constantly changing environment the "Cost Centred" and full cost recovery approach to financial accounting continues to be successful in that "core costs" are attributed proportionally to the various projects which make up the overall organisation with the exception of funds specifically designated to a particular activity by the funder. The advantage of this approach is that each individual project becomes firmly embedded in the whole and the Directors are enabled to monitor each piece of work accurately and react accordingly. New cost centres are added as required and/or amalgamated within existing ones.

To conclude funding is a constant challenge and is an ongoing process.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Trustees' responsibilities

The trustees, who are also directors of Signposts Multi Agency Resource Centre Limited for the purpose of company law, are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for the year. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make 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 financial statements;
- prepare the financial statements on the ongoing concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other regularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the auditor is aware of that information.

Auditor

A resolution proposing that the Board should be provided delegated responsibility to tender for and appoint an auditor for the company will be put to the Annual General Meeting.

Small company provisions

This report has been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2010

Compliance with accounting standards

The directors confirm that the accounts comply with current statutory requirements (including the requirements of the Charity Commission and Companies House recognising the dual registration of the organisation), the requirements of the charity's governing document and the requirements of the Statement of Recommended Practice.

The directors' report was approved on 15 July 2010 and was signed on behalf of the directors by:



Ms Melanie Evans
Honorary Treasurer



Mr Robert Raby
Chair of Directors

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

FOR THE YEAR ENDED 31 MARCH 2010

We have audited the financial statements of Signposts Multi Agency Resource Centre Limited for the year ended 31 March 2010 on pages 19 to 30. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charitable company's members, as a body, in accordance with Sections 495 and 496 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the 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 described in the Statement of Trustees' Responsibilities, the charity's trustees are responsible for the preparation of financial statements in accordance with applicable law and United Kingdom Accounting Standards and the Charities Statement of Recommended Practice (United Kingdom Generally Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view, have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice and have been prepared in accordance with the Companies Act 2006. We also report to you whether, in our opinion, the information given in the Trustees' Annual Report is consistent with the financial statements.

In addition, we report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and transactions with the company is not disclosed.

We read the other information contained in the Trustees' Annual Report and consider whether it is consistent with the audited financial statements. We consider the implications for our report if we become aware of any apparent misstatement or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information beyond that referred to in this paragraph.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion, we also evaluated the overall adequacy of the presentation of the information in the financial statements.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

INDEPENDENT AUDITOR'S REPORT TO THE SHAREHOLDERS

FOR THE YEAR ENDED 31 MARCH 2010

Opinion

In our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state of the charitable company's affairs as at 31 March 2010 and of its incoming resources and application of resources, including its income and expenditure in the year then ended; and
- the financial statements have been properly prepared in accordance with the Companies Act 2006; and
- the information given in the Trustees' Annual Report is consistent with the financial statements.

Moore and Smalley LLP

Christine Wilson (Senior Statutory Auditor)
For and on behalf of Moore and Smalley LLP
Chartered Accountants
and Statutory Auditors
Preston

15/7/10

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31 MARCH 2010

	Note	Unrestricted funds £	Restricted funds £	Total funds 2010 £	Total funds 2009 £
Incoming resources					
Incoming resources from generated funds					
<i>Voluntary income</i>					
Donations		-	-	-	638
<i>Activities for generating funds</i>					
Other income	3	56,880	41,451	98,331	109,685
<i>Investment income</i>					
Bank interest receivable		158	-	158	5,038
<i>Incoming resources from charitable activities</i>					
Grants	2a	33,138	641,155	674,293	584,503
Other income	2b	22,632	20,141	42,773	62,409
<i>Other income</i>		-	-	-	22,596
Total incoming resources		<u>112,808</u>	<u>702,747</u>	<u>815,555</u>	<u>784,869</u>
Resources expended					
Charitable activities 6					
Information, advice and casework		112,822	189,276	302,098	305,476
Family support		40,756	342,702	383,458	248,060
Community projects		-	197,807	197,807	160,615
Governance costs	6	<u>11,456</u>	<u>22,014</u>	<u>33,470</u>	<u>33,968</u>
Total resources expended		<u>165,034</u>	<u>751,799</u>	<u>916,833</u>	<u>748,119</u>
Net (outgoing)/incoming resources before transfers					
		(52,226)	(49,052)	(101,278)	36,750
Transfers between funds		<u>41,059</u>	<u>(41,059)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(11,167)	(90,111)	(101,278)	36,750
Balance brought forward		<u>71,512</u>	<u>106,931</u>	<u>178,443</u>	<u>141,693</u>
Fund balances carried forward at 31 March 2010		<u>60,345</u>	<u>16,820</u>	<u>77,165</u>	<u>178,443</u>

The statement of financial activities includes all gains and losses recognised in the year.

All incoming resources expended derive from continuing activities.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

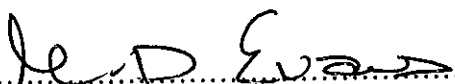
BALANCE SHEET

AS AT 31 MARCH 2010

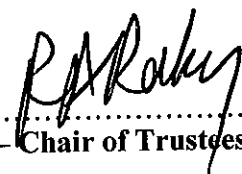
	Note	Unrestricted funds £	Restricted funds £	Total 2010 £	Total 2009 £
Current assets					
Debtors	7	26,866	45,144	72,010	89,925
Cash at bank and in hand		<u>45,301</u>	<u>71,283</u>	<u>116,584</u>	<u>181,334</u>
		72,167	116,427	188,594	271,259
Creditors: Amounts falling due within one year	8	<u>(11,822)</u>	<u>(99,607)</u>	<u>(111,429)</u>	<u>(92,816)</u>
Net current assets		<u>60,345</u>	<u>16,820</u>	<u>77,165</u>	<u>178,443</u>
Net assets		<u>60,345</u>	<u>16,820</u>	<u>77,165</u>	<u>178,443</u>
Funds					
Designated	13	15,635	-	15,635	20,000
Unrestricted		44,710	-	44,710	51,512
Restricted	12	<u>-</u>	<u>16,820</u>	<u>16,820</u>	<u>106,931</u>
		<u>60,345</u>	<u>16,820</u>	<u>77,165</u>	<u>178,443</u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements on pages 19 to 30 were approved by the Board of Trustees on 15 July 2010 and signed on its behalf by:



 Melanie Evans – Honorary Treasurer



 Robert Raby – Chair of Trustees

Company registration number: 5990592

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2010

1 Accounting policies

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards, the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2005 and the Companies Act 2006.

Any changes in accounting policy resulting from the implementation of new accounting standards, which have a material effect on the accounts, are disclosed separately within the relevant note to the accounts.

Fixed assets

Office equipment is capitalised where the value of individual items exceeds £2,000.

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Office equipment - 33% straight line

Incoming resources

All incoming resources are included in the SOFA when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Grants are included in the SOFA on a receivable basis and are allocated to incoming resources from generated funds or incoming resources from charitable activities according to the purpose of the grant.

Grants which are receivable in the year but relate partly to a future period are apportioned on a time basis and the proportion relating to future periods is treated as a deferred grant.

Other income is included in the SOFA on a receivable basis.

Investment income is included when receivable.

Resources expended

All expenditure is included on an accruals basis.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, eg floor area, per capita, or estimated usage as set out in note 6.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

1 Accounting policies (continued)

Capital expenditure funded by grants

Capital expenditure which is funded by grants is treated as an addition to fixed assets. The associated grant is credited to a restricted fund or designated fund account, depending on the terms of the grant, and is released to the income and expenditure account over the expected useful life of the relevant assets.

Pension costs

The charity operates a defined contribution pension scheme. The assets of this scheme are held separately from those of the charity, being invested with an insurance company. Pension costs charged in the financial statements represent the contributions payable by the charity during the year.

Operating leases

Rentals payable under operating leases are charged to the Statement of Financial Activities as incurred.

Fund accounting

Details of the nature and purpose of each restricted fund, which can be used only for the purpose stated by the donor, is set out in note 11 to the financial statements.

Unrestricted funds are those which can be used in accordance with the charitable objectives at the discretion of the trustees.

Company status

The company is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

2 Incoming resources from charitable activities

(a) Grants	Unrestricted funds	Restricted funds	Total funds 2010	Total funds 2009
Information, advice and casework	£	£	£	£
North Lancashire Primary Care Trust	16,882	-	16,882	16,600
Lancaster City Council via YMCA	-	30,000	30,000	29,667
Lancashire County Council	16,256	8,204	24,460	53,175
Cumbria HIV support group	-	-	-	3,970
Lloyds TSB	-	16,067	16,067	6,400
Help Direct (via Age Concern Lancashire)	-	20,246	20,246	6,748
Digital Outreach	-	500	500	-
<i>Development work</i>				
North Lancashire Primary Care Trust	-	32,618	32,618	32,000
Cumbria County Council Working Together	-	48,720	48,720	48,000
Lancaster CVS LTSC Mental Health Support	-	493	493	-
<i>Rural project</i>				
Tudor Trust	-	35,000	35,000	34,167
Hadfield Trust	-	4,212	4,212	-
<i>Carnforth project</i>				
Lancaster City Council	-	-	-	(6,250)
Family support				
<i>Family support work</i>				
Lancashire County Council	-	116,668	116,668	71,822
VCFS	-	-	-	2,500
<i>Parenting</i>				
Lancashire County Council	-	62,500	62,500	47,500
<i>Work with young people</i>				
Lancashire County Council	-	151,875	151,875	115,617
North Lancashire Primary Care Trust	-	-	-	12,000
National Youth Agency	-	-	-	3,000
Young Lancashire	-	16,960	16,960	15,475
Myerscough College	-	-	-	1,400
Lankelly Chase	-	500	500	-
Preston City Council - IMPACT	-	9,532	9,532	-
National Children's Bureau	-	1,500	1,500	-
Community Projects				
Lancaster City Council	-	-	-	2,000
The FC Scott Charitable Trust	-	10,000	10,000	15,000
<i>Preston community centres</i>				
Preston City Council	-	75,560	75,560	73,710
	33,138	641,155	674,293	584,503

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

(b) Other income	Unrestricted funds £	Restricted funds £	Total funds 2010 £	Total funds 2009 £
Information, advice and casework				
Volunteering database development	-	-	-	15,000
<i>Development work</i>				
Other sundry income	-	92	92	-
<i>Capacity building</i>				
Other sundry income	22,632	-	22,632	7,225
Parenting audit	-	-	-	14,000
Community projects				
Other sundry income	-	453	453	4,857
Preston Community Centres	-	19,596	19,596	21,327
	22,632	20,141	42,773	62,409
<hr/>				
3 Activities for generating funds				
Other income	Unrestricted funds £	Restricted funds £	Total funds 2010 £	Total funds 2009 £
<i>Family support and work with young people</i>				
Student placement fees	7,022	-	7,022	25,325
Travelling Tots crèche	49,858	-	49,858	49,490
Other sundry income	-	1,373	1,373	7,222
<i>Community projects</i>				
Food4Thought sales	-	13,736	13,736	16,493
Student placement fees	-	20,000	20,000	11,155
Refreshment sales - Preston	-	6,342	6,342	-
	56,880	41,451	98,331	109,685
<hr/>				

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

4 Staff costs

	2010	2009
	£	£
Wages and salaries	531,020	408,694
Social security costs	39,276	31,244
Pension costs	5,928	4,770
	576,224	444,708
<hr/>		
The average number of full and part-time employees during the year was as follows:	Number	Number
Full-time		
Provision of services	12	8
Management and administration of the charity	4	4
Part-time		
Provision of services	69	55
Management and administration of the charity	1	1
	86	68
<hr/>		

No employee earned £60,000 or more.

No trustee received any remuneration in the period.

Four trustees claimed out of pocket expenses totalling £1,108 for travel expenses.

The charity makes defined contribution payments to certain employees' personal pension plans. The assets of the schemes are held in independently administered funds. The pension costs charge represents contributions payable by the charity and amounted to £5,928 (2009: £4,770). All amounts were paid during the year.

5 Net incoming resources

	2010	2009
	£	£
Net incoming resources are stated after charging:		
Auditor's remuneration – audit services	6,175	5,977
Operating lease rentals – land and buildings	12,500	15,083
	18,675	21,060
<hr/>		

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

6 Total resources expended

	Basis of allocation	Information, advice and casework £	Family support £	Community projects £	Governance £	Total 2010 £	Total 2009 £
Costs directly allocated to activities							
Staff costs	Direct	139,069	260,020	81,445	-	480,534	331,082
Rent	Direct	17,756	676	14,486	-	32,918	15,083
Rates and water	Direct	785	-	4,395	-	5,180	2,437
Heat and light	Direct	4,095	611	11,349	-	16,055	20,628
Training and books	Direct	2,729	876	321	-	3,926	3,717
Materials, activities and events	Direct	26,168	29,949	14,779	-	70,896	54,873
Bank charges	Direct	564	-	-	-	564	258
Welfare	Direct	1,502	4,982	-	-	6,484	2,082
Audit	Direct	-	-	-	5,120	5,120	5,977
Book-keeping, accountancy and payroll	Direct	-	-	-	17,770	17,770	20,892
HR consultancy	Direct	-	-	-	8,533	8,533	4,998
Legal expenses	Direct	-	-	-	2,047	2,047	2,099
Total direct costs		192,668	297,114	126,775	33,470	650,027	464,126

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

6 Total resources expended (continued)

	Basis of allocation	Information, advice and casework £	Family support £	Community projects £	Governance £	Total 2010 £	Total 2009 £
Support costs allocated to activities							
Staff costs	Staff time	28,697	53,463	13,528	-	95,688	113,626
Stationery, printing and postage	Usage	18,909	1,861	7,710	-	28,480	53,066
Telephone and internet costs	Usage	14,545	3,789	3,102	-	21,436	21,096
Travel	Usage	16,626	18,207	3,371	-	38,204	34,543
Repairs and replacements	Usage	10,266	3,427	28,845	-	42,538	31,683
Office equipment, advertising and sundries	Usage	9,908	2,014	1,033	-	12,955	6,670
Materials, activities and events	Usage	-	-	-	-	-	3,417
Insurance	Usage	3,518	3,153	3,290	-	9,961	7,256
Cleaning and hygiene	Usage	4,983	290	10,026	-	15,299	11,312
Membership subscriptions	Usage	1,978	140	127	-	2,245	1,324
Total support costs		109,430	86,344	71,032	-	266,806	283,993
Total costs		302,098	383,458	197,807	33,470	916,833	748,119
Analysis of						2010	2009
Costs directly allocated to activities		64%	77%	64%	100%	71%	62%
Support costs allocated to activities		36%	23%	36%	0%	29%	38%

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

7 Debtors

	2010 £	2009 £
Trade debtors	49,911	86,082
Prepayments	<u>22,099</u>	<u>3,843</u>
	<u>72,010</u>	<u>89,925</u>

8 Creditors: Amounts falling due within one year

	2010 £	2009 £
Accruals	52,864	40,635
Deferred income (note 9)	44,833	42,800
Other taxes and social security	<u>13,732</u>	<u>9,381</u>
	<u>111,429</u>	<u>92,816</u>

9 Deferred income

	2010 £	2009 £
Balance brought forward	42,800	55,114
Released to statement of financial activities	(42,800)	(55,114)
Tudor Trust	17,500	17,500
Francis C Scott Charitable Trust	5,000	-
Lancashire County Council	6,000	12,500
Lloyds TSB	<u>16,333</u>	<u>12,800</u>
Balance at 31 March 2010	<u>44,833</u>	<u>42,800</u>

10 Commitments under operating leases

At 31 March 2010 the company had annual commitments under non-cancellable operating leases as set out below:

	2010 Land and buildings £	2009 Land and buildings £
Operating leases which expire:		
Within one year	1,800	1,800
Within two to five years	-	-
After more than five years	<u>15,760</u>	<u>7,880</u>
	<u>17,560</u>	<u>9,680</u>

11 Confirmation of control

The charity is controlled by the trustees. No trustee has overall control.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

12	Movements in funds	Balance brought forward £	Income £	Expenditure £	Transfers £	Balance carried forward £
	Restricted funds					
	Information, advice and casework services					
	<i>Generic support</i>					
	Lancashire County Council North Lancashire Primary Care Trust, Lloyds TSB, Age Concern, Digital Outreach	13,084	75,017	(62,582)	(25,019)	500
	<i>Development work</i>					
	North Lancashire Primary Care Trust, Cumbria County Council, Lancaster CVS	10,042	81,431	(78,373)	(13,100)	-
	<i>Welfare Fund</i>	6,729	4,982	(6,484)	1,970	7,197
	<i>Rural project</i>					
	Tudor Trust, Hadfield Trust	445	39,212	(34,465)	-	5,192
	<i>Capacity building</i>					
	Lancashire County Council	16,617	493	(18,754)	5,121	3,477
	Family support					
	<i>Family support work</i>					
	Lancashire County Council	5,796	111,686	(110,585)	(6,897)	-
	<i>Working with young people</i>					
	Lancashire County Council, Lankelly Chase, Preston City Council, National Children's Bureau	33,914	181,739	(174,145)	(41,508)	-
	<i>Parenting</i>					
	Lancashire County Council	3,201	62,500	(58,140)	(7,561)	-
	Community projects					
	<i>Community shop</i>	-	453	(9,264)	8,811	-
	<i>Food4Thought</i>	2,103	23,736	(37,604)	11,899	134
	<i>Community Centres</i>	<u>15,000</u>	<u>121,498</u>	<u>(161,403)</u>	<u>25,225</u>	<u>320</u>
		<u>106,931</u>	<u>702,747</u>	<u>(751,799)</u>	<u>(41,059)</u>	<u>16,820</u>

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

NOTES TO THE ACCOUNTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2010

12 Movements in funds (continued)

Purposes of restricted funds

- Generic support – funding linked to the provision of the information and advice service and floating support work
- Welfare fund – a fund which can be accessed by those with or affected by HIV/AIDS and a family welfare fund
- Rural project – funding for the delivery of farming and rural health project across N Lancashire and S Cumbria
- Capacity building – funding linked to ICT Development and undertaking an audit of parenting provision in Lancashire.
- Family support work – funding to provide family support in the Morecambe Bay and Preston areas
- Working with young people – funding for targeted work with young people including young carers
- Community shop – funding linked to the running of this project
- Development work – funding to develop older peoples forums and engagement in Cumbria. Also work with BME communities in Lancaster District to support their access to and awareness of mental health services
- Community Centres - funding to deliver services within three community centres in Preston
- Parenting – funding to develop a parenting strategy for the Lancaster District
- Food4Thought – income against a Community Café and linked outside catering Social Enterprise

13 Designated funds

	At 31 March 2010 £	At 31 March 2009 £
Contingency fund	15,635	20,000

The fund has been designated to facilitate the managed conclusion of project work and to support the development of new work.

SIGNPOSTS MULTI AGENCY RESOURCE CENTRE LIMITED

UNRESTRICTED FUNDS – INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2010

	2010	2009
	£	£
Income – grants		
North Lancashire Primary Care Trust	16,882	16,600
Lancaster City Council	-	15,140
Lancashire County Council	<u>16,256</u>	<u>13,740</u>
	33,138	45,480
Other income		
Student placement fees	7,022	25,325
Bank interest	158	5,038
Travelling Tots Crèche	49,858	49,490
Income re settlement of photocopier contract	-	22,596
Sundry income	<u>22,632</u>	<u>7,713</u>
	<u>79,670</u>	<u>110,162</u>
	112,808	155,642
Expenditure		
Salaries, national insurance and pensions	52,935	55,410
Accountancy, book-keeping and payroll	4,706	6,868
Rent and rates	18,525	7,188
Heat and light	4,095	3,117
Stationery, printing and postage	10,740	12,421
Telephone and internet costs	10,862	4,228
Training and books	2,489	1,884
Travel	11,400	8,586
Repairs and replacements	7,578	10,826
Materials, resources and activities	15,701	14,657
Insurance	3,136	2,671
Audit	3,041	3,500
Legal and professional	3,710	1,436
Other expenses	9,043	22,596
Cleaning and hygiene	4,988	5,067
Membership subscriptions	1,521	1,241
Bank charges	564	258
Equipment leasing	<u>-</u>	<u>311</u>
	<u>(165,034)</u>	<u>(162,265)</u>
Deficit in year	(52,226)	(6,623)
Balance brought forward	71,512	75,060
Transfer from restricted funds	<u>41,059</u>	<u>3,075</u>
Cumulative surplus carried forward	<u>60,345</u>	<u>71,512</u>