

**SOUTH OF ENGLAND ADVOCACY
PROJECTS**

**(A company limited by
guarantee)**

Report and Financial Statements

31 March 2008

Charity No: 1080679

Company No: 3963421

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Reference and Administrative Details

Trustees	B. Browning M. Casey A. Heslop S. Holmes-Smith S. Ward (retired September 2007) A. Bird (appointed as a Trustee 25 April 08) E. McCreadie (appointed as a Trustee 25 April 08) P. Richardson
Chief Executive	J. Miles
Company Secretary	P. Richardson
Registered Office	The Advocacy Centre 42 Robertson Street Hastings East Sussex TN34 1HL
Auditors	Ashdown Hurrey 20 Havelock Road Hastings East Sussex TN34 1BP
Bankers	Lloyds TSB Bank PLC 17 Wellington Place Hastings East Sussex TN34 1NX
Solicitors	Sherrards Solicitors Grosvenor Hall Bolnore Road Haywards Heath West Sussex RH16 4BX

The Trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the audited financial statements of South of England Advocacy Projects for the year ended 31 March 2008. The Trustees have prepared the annual report and financial statements of the charity in accordance with *Accounting and Reporting by Charities, Statement of Recommended Practice (2005)*.

Structure, Governance and Management

South of England Advocacy Projects is a charitable company limited by guarantee, incorporated on 3 April 2000 and registered as a charity on 11 May 2000. It was established under a Memorandum of Association, which establishes its objects and powers and is governed under its articles of association which were last amended on 5 October 2007.

The charity is governed by a Board of Trustees, which meets regularly to manage and control the resources administered by the charity. The Board now numbers 8 people, including 7 Trustees, one of whom is the Company Secretary, and 1 co-opted Board Member. The Chief Executive attends Board meetings and submits reports on the work of the organisation, and the Finance Director attends relevant agenda items and presents detailed financial reports and accounts. At least once a year, the Board meet jointly with the Executive and Senior Management Teams to review the organisation's performance and achievements against the objectives laid down in the Business Plan. During the year, the Board has established Audit, Risk Assessment and Remuneration sub-committees.

Trustees are elected at the Annual General Meeting of the charity; and at each such meeting one third of the Trustees are subject to retirement by rotation and are eligible for re-election. The names of the Trustees at the date the accounts were signed are set out on the schedule of reference and administrative details on page 1.

SEAP's Board are recruited in such a way as to bring expertise in advocacy, governance, specialist client groups, and related areas to the charity.

During the year the Trustees met on 4 occasions to receive and consider reports relating to the management, development and

finances of the organisation, and to review the strategic direction. The Board met on two occasions with the Executive and Senior Management Teams to review progress against the Business Plan objectives, and to agree objectives for the following year. The Board's Chair meets regularly with SEAP's Chief Executive.

Following the commissioning of an external review of the organisation's financial systems and processes (reported on last year), the Board approved the appointment of two new senior posts of Finance Director and Finance Officer. The Finance Director has now streamlined the work of the finance department and introduced a range of additional/updated financial controls and systems which are being implemented across the organisation.

Trustees' responsibilities statement

Company and charity 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 charity and of the surplus or deficit of the charity for that period. In preparing those financial statements, the Trustees have:

- selected suitable accounting policies and then applied them consistently
- made judgements and estimates that are reasonable and prudent
- stated whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepared the financial statements on the going concern basis.

The Trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, financial and otherwise. They are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 1985. They are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities and to provide reasonable assurance that:

- the charity is operating efficiently and effectively
- its assets are safeguarded against unauthorised use or disposition
- proper records are maintained and financial information used within the charity or for publication is reliable
- the charity complies with relevant legislation and good practice guidance.

The Trustees are pleased to report that the charity's internal financial controls conform to guidelines issued by the Charity Commission.

Risk Management

The major risks to which the charity is exposed, as identified by the Board, have been reviewed, and systems have been established to mitigate those risks. Throughout the year, the Board has considered a number of risks relating to the organisational management of the charity. These have included those concerned with:

- governance
- service user involvement at Board level
- undertaking a review of the organisation's ICT functioning
- internal management structure
- continuing to update the organisation's financial systems and processes.

The Board has recently agreed the formation of a number of sub-committees, including a Risk Management Committee which will enable SEAP to ensure a systematic approach to the consideration and management of risks that could prevent the organisation from achieving its strategic objectives. The Committee's membership will include the Company Secretary, Board members, the Deputy Chief Executive, and the Finance Director.

South of England Advocacy Projects has insurance policies in place for protection in the event of a person being injured at any of the organisation's premises or in the event of a claim in relation to services provided by volunteers, staff and trustees of the charity.

Objectives and Activities

The general objects of the charity are expressed in the governing document as follows:

*to relieve persons who are in need
by reason of their age, youth, disability, ill-health
or social or economic circumstances
through the provision of effective advocacy services
in the south of England.*

These objects are fulfilled through the provision of six specialist advocacy services that are available free of charge to a wide range of client groups:

- **Xpress Advocacy Service** for children and young people in East Sussex
- **MY CHOICE Advocacy Service** for people with learning disabilities in East Sussex and Slough, Berkshire
- **The Mental Health Advocacy Service** for working age adults dealing with mental health issues in East Sussex, and East & West Berkshire
- **Independent Complaints Advocacy Service (ICAS)** for people wishing to complain about their NHS health care in the South East and South West regions
- **SEAP Portsmouth** providing Independent Mental Capacity Advocacy (IMCA), Mental Health, Learning Disability, and Physical/Sensory Impairment Advocacy, and Appropriate Adult Services
- **SEAP Cornwall** providing IMCA and adult mental health advocacy in Cornwall and the Isles of Scilly.

Further detailed information about each of the advocacy services is contained within their individual annual reports, available on request.

South of England Advocacy Projects aims to ensure that people, particularly those most vulnerable in our society, are enabled to express their views, wishes and feelings, either directly or through a competent and independent voice. Advocates work to ensure that the rights of vulnerable people are safeguarded and their voices heard and genuinely considered as part of decision making and other processes.

ADVOCACY is:

- ***Independent*** – not part of statutory or other services
- ***Confidential*** – unless something of a life threatening nature is disclosed or in other exceptional circumstances
- ***Empowering*** – the client is in control of the advocacy process and no decisions are made without their express consent (excepting when conditions for breaching confidentiality are met)

- ***Not concerned with making a judgement about the person's best interests*** – the client is the expert on their life and advocates will promote their views, wishes and feelings to decision-makers.

The ultimate aim of advocacy is to enable people, where they wish to and are able, to advocate on their own behalf, and to see statutory, voluntary and private service providers develop their services in ways which place the views, wishes and feelings of those who use them, firmly at the centre.

The majority of advocacy work provided by SEAP is that of instructed advocacy, where a person is able to clearly outline their views, wishes and feelings to an advocate, so that their options can be explored and the person can make an informed choice about potential courses of action.

Non instructed advocacy arguably has its roots in a desire to ensure protection of the basic human rights of individuals who are not able to articulate their views or choices.

Clients are not able to instruct an advocate clearly, and advocates attempt in a number of ways to gain an understanding of the client's preferences, how they interact with their environment, and anything that the client may have intimated about their views or choices in the past. This is particularly pertinent to clients who move in and out of a state of capacity, or may have left advance notification of their wishes.

Many of the principles remain the same: advocates work to try and ensure that clients are as in control of the advocacy process as possible; that what is understood of their views is respected and forms a central part of decision-making processes, even if the person is not able to articulate why they have expressed that view, and that advocates work independently of those involved in providing other services for clients. The threshold of confidentiality is consistent with that of Local Authorities.

South of England Advocacy Projects is committed to working with service providers from all sectors to this end.

The organisation also aims to provide training, supervision and consultancy support within the advocacy field, and to influence local and national decision-making.

KEY AIMS FOR THE YEAR

- To identify and address consolidation issues following a period of rapid growth
- To further invest in the training of SEAP's workforce, including commissioning a senior management training programme
- To explore the organisation's potential to trade and reduce reliance on grant/contract funding
- To maximise growth opportunities, and to provide business development support to SEAP projects/services
- To continue to promote SEAP as a leading advocacy organisation and provider of choice
- To further expand SEAP's involvement in the national health and social policy agenda
- To increase membership of SEAP's Board
- To increase client involvement across all areas and at all levels of the organisation.

KEY ACHIEVEMENTS AND DEVELOPMENTS

Consolidation

The Executive Management Team has focussed on a number of consolidation issues throughout the year following the organisation's period of rapid growth which have included:

- Review of existing policies and development of new policies, procedures, and internal systems including more effective inter-departmental protocols
- Review of the organisation's ICT needs, development of an ICT strategy, and the implementation of an organisation-wide intranet
- Appointment of an additional HR Officer post
- Standardisation of practice
- Review of quality assurance.

Training

SEAP continues to invest widely in the professional development of its staff through both internal and external training provision. This year, the organisation reviewed elements of its internal core training, including adult and child protection, health and safety, equality and diversity, and confidentiality.

SEAP has committed funds for investment in an advanced management training programme for its Senior Management Team, and is identifying the most suitable training provider.

SEAP has continued to play a role in the development of a National Advocacy Qualification. It holds a seat on the national Steering Group, and a further seat on the Working Group for the children's advocacy module. SEAP is committed to the development of a meaningful qualification route for the advocacy sector, and sees this as an important milestone in the sector's future.

Potential to Trade

It has not been possible to commit the necessary staff resources to adequately research this area, and this will therefore form one of the objectives for the coming year.

Growth Opportunities

SEAP appointed a Business Development Manager (BDM) in June 2007, to enable the organisation to continue to pursue growth opportunities and to coordinate tendering processes. The BDM has worked with SEAP's individual projects/services to secure additional funding, and with an external funding consultant to develop a fundraising strategy.

Promotion of the Organisation & Involvement in Health/Social Care Agendas

SEAP continues to operate as a leading advocacy organisation and is viewed increasingly as a provider of choice by a range of local and national agencies, organisations and statutory providers.

The organisation has been involved in a number of initiatives at local and national level and sits on a variety of fora. SEAP contributed widely to the consultation on the development of a single complaints process spanning health and social care, hosting a national conference for advocacy providers, a regional event for service users with a learning disability, and coordinating service user involvement at a number of roadshow events across the South East and South West regions.

During the year, SEAP held a seat on the Department of Health's IVI Policy Board which steered the development of the single process, and contributed to the National Audit Office's (NAO) review of complaints.

The organisation was involved in the development of Regional Independent Visitor Standards as part of its membership of SERIVS (South East Regional Independent Visitor Schemes).

Further information on involvement in initiatives will be available in SEAP's individual project/service annual reports.

Increase Board Membership

SEAP is fortunate to have a group of dedicated Board members who give their time and expertise freely to a vibrant, growing organisation. The Board are committed to increasing their membership so that it reflects a cross section of the client groups SEAP serves, and is representative of a broad mix of skills and experience. The Board has been pleased to welcome three new members during the financial year, two of whom have become full Trustees.

Consultation with the Senior and Executive Management Teams has been undertaken to assist the Board in achieving its commitment to 50% of its membership being made up of service users. This has resulted in an action plan which will be reviewed at the Board's away day later this year.

Increase Service User Involvement

In addition to that outlined above, SEAP has undertaken internal work to assess the extent of service user involvement at project and service level.

The senior manager with lead responsibility has been tasked with reviewing service user involvement across the organisation. This will result in identifying ways in which the organisation can ensure that its strong history of involving those who use its services at every level is continued and improved. Particular attention is being given to developing effective methods of sharing expertise between projects/services and to ensuring that a similar level and quality of service user involvement is successfully achieved. SEAP ICAS has identified funding for a two year project to explore service user involvement within the context of that service, and learning from this project will be shared with the two other ICAS provider organisations.

AIMS/OBJECTIVES FOR NEXT YEAR

- To explore the organisation's potential to trade and reduce reliance on grant/contract funding
- Secure Independent Mental Health Advocacy (IMHA) and further IMCA contracts
- Identify and successfully secure additional funding for SEAP's My Choice and Xpress Advocacy Services
- Continue to work alongside colleagues at national and local levels to explore the implications of the complaints reform on the future of health and social care advocacy
- Register as a National advocacy qualification training provider with one of the awarding bodies, and identify resources for all SEAP advocacy practitioners to complete the course
- Achieve 50% service user involvement at Board level, and parity of service user involvement across all SEAP projects/services
- Conduct reviews of the organisation's training and HR functions
- Expand SEAP's website
- Achieve EFQM (European Foundation in Quality Monitoring) Accreditation, and pursue Investors in People (IiP) Quality Mark.

Volunteers / Service Users

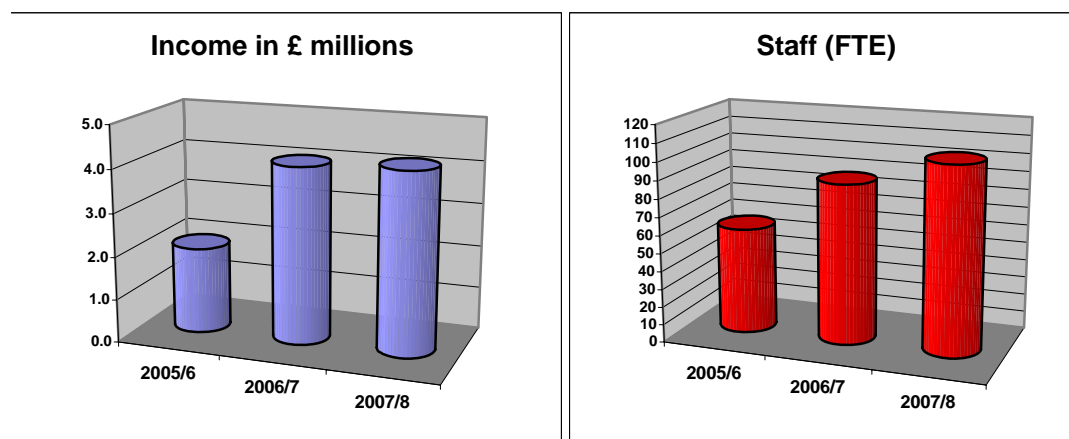
SEAP could not operate as an organisation which provides such a range of high quality, innovative services to so many different client groups without the vital role that volunteers play at so many different levels of our planning, delivery and monitoring.

Volunteers are key contributors within the organisation in areas such as peer advocacy, general advocacy, recruitment, training, and evaluation of our services. SEAP also supports a number of self-advocacy and rights-based groups which work to ensure that service provision reflects the needs and views of those who use them.

Away Day

SEAP held its annual staff away day in October 2007. The event focused on the organisation's achievements, together with its aims and objectives for the next 3 years, as outlined in the Business Plan. Staff were able to meet others from the range of SEAP projects/services, and gain a better understanding of each other's roles.

Growth in Income and Staffing



	2005/6	2006/7	2007/8
Income in £ millions	2.0	4.1	4.2
Staff (FTE)	59	89	104

Annual General Meeting

The organisation held its Annual General Meeting on 5 October 2007 at which Project Managers/Directors outlined the work undertaken during the previous year, and key note speeches were delivered by the Board Chair, and the CEO. The audited accounts were presented and accepted, one trustee resigned, and one trustee was re-elected for a further term of three years.

IMCA (Independent Mental Capacity Advocacy)

Following a competitive tendering process, SEAP was delighted to be awarded a number of IMCA contracts across the South East and South West regions.

IMCA (Independent Mental Capacity Advocacy) is a statutory service, which is commissioned by 171 Local Authorities and delivered by more than 100 service providers since April 2007.

IMCA is a key aspect of the Mental Capacity Act, 2005, which places a responsibility on Local Authorities to ensure that people who are considered to lack capacity and are un-befriended, have access to an independent advocate when decisions are being made about them that relate to serious medical treatment, changes of NHS accommodation of more than eight weeks, or a stay in hospital lasting more than 28 days. IMCAs can also support clients in accommodation reviews and adult protection cases.

Much of the work of an IMCA is non-instructed advocacy.

INDIVIDUAL PROJECT HIGHLIGHTS

SEAP CORNWALL



As well as the IMCA service, SEAP Cornwall were also awarded the contract in April 2007 to set up and deliver a mental health advocacy service for people using in-patient services. This was seen as a much needed service in the area as no mental health advocacy had previously been provided.

Additionally, a community mental health advocacy service was funded in February 2008, which enabled advocates to deliver a continuous service, both before and after hospital admission.

Advocates support clients

- During regular visits to wards
- At ward rounds and CPA reviews / Care Planning
- At case conferences
- At mental health tribunals
- Meeting with service users in the community
- Linking clients with other appropriate voluntary or statutory services.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- The first year of delivering this service in Cornwall has been hugely successful, with 446 referrals coming in from across the region following a programme of delivering presentations to Health and Social care staff
- Following representation to the Commissioners, we were successful in being awarded funding to develop a community mental health service from February 2008, which enabled us to recruit an additional staff
- The team have become particularly experienced in Adult Protection issues, due to the number of referrals they have received
- Extensive networking has meant that the team now have very good working relationships with all key stakeholders across the region.



SEAP Portsmouth

SEAP Portsmouth provides advocacy for people with mental health needs, learning/physical disabilities, sensory impairments, IMCA, and an Appropriate Adult service which offers support for vulnerable people who come into contact with the criminal justice system, either as an alleged offender, a witness, or a victim.

Upon award of the contract, a number of staff transferred to SEAP under TUPE regulations, and SEAP was delighted to take over

management responsibility for a group of skilled and experienced staff.

As part of the service specification, advocacy for people with learning disabilities, physical disabilities and sensory impairments was phased in during November 2007, and an implementation plan was designed, which included liaison with the outgoing provider.

Advocates support clients

- During regular visits to wards
- At ward rounds and CPA reviews / Care Planning
- At case conferences
- At mental health tribunals
- Meeting with service users in the community
- Linking clients with other appropriate voluntary or statutory services
- With a range of communication aids where appropriate.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- The transition of the service went smoothly, with no break in service delivery and no disruption to clients
- The first year of delivering IMCA in Portsmouth was slow to start, but following an extensive programme of presentations, referrals have increased from Health and Social Care sectors
- In both learning and physical disability advocacy we have received more self referrals than referrals through professionals, evidence that our publicity campaign has been a success
- One of the students with us on placement spent some time developing language and pictures on the project's display board to ensure wider accessibility for people who communicate differently
- In the first year of operation, SEAP Portsmouth have worked with a total of 574 clients.



Xpress Advocacy Service for children and young people.

Xpress is an advocacy and children's rights service which works with children and young people, aged 8-21 across East Sussex. Xpress is funded through a number of contracts, grants and other sources of funding.

During the year, the service received a total of 160 advocacy referrals, which related to 414 specific issues. Xpress has had contact with 1,034 young people through the range of services it provides, which include:

- **Advocacy** for children and young people who are Looked After, leaving care, have learning and/or physical disabilities and/or mental health issues. Advocacy is provided on one-to-one and group basis, in residential units and within other establishments
- **Independent Visitor Scheme** for Looked After children and young people who have little or no meaningful contact with the person who has parental responsibility for them
- **Buddy Scheme** for young people aged 10 – 18yrs with disabilities (funded by BBC Children in Need)
- **Go For It** training programme which trains young people to work as co-trainers and to be involved in recruitment processes (Big Lottery from March 2006)
- **Freephone help and information line** for children and young people
- **Xpress Yourself Magazine**, a quarterly magazine written by and for Looked After children and those who are leaving or who have left care
- **Training** in a range of advocacy and rights-related areas for professionals, volunteers and young people. Some of the courses are accredited by the Open College Network
- **Consultation exercises** undertaken on behalf of a range of organisations to seek the views of young people about the provision and planning of local services
- **Representation** on a range of national, regional and local fora addressing service provision, advocacy and safeguarding of the rights of children and young people.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- The Buddy Scheme successfully achieved ongoing funding from Children in Need for the 6th successive year. It also gained increased funding for a Coordinator to cover the Eastbourne and Hailsham area. The Scheme made an innovative promotional DVD in which young people played the leading roles
- Go4It, funded by the Big Lottery, ran an OCN Accredited course in communication and confidence building, interviewing and training skills – 40 young people signed up for courses, 33 young people took part and 37 portfolios received OCN certificates. The course has enabled young people to take part in recruitment panels, deliver workshops and be involved in conferences
- Advocates have supported a number of young people through the Criminal Justice system and the quality of their contribution has been recognised by members of the judiciary
- Individual and group risk assessment tools have been developed for the Buddy Scheme, and a risk assessment was conducted relating to making the Xpress Yourself Magazine fit for internet publication
- The Golden Awards event was held in October for all volunteers and young people involved with Xpress to thank them for their time, work and contributions to the service.



MY CHOICE Advocacy Service for people with learning disabilities.

MY CHOICE is an East Sussex-wide advocacy service that provides advocacy support for:

- People living in a long-stay establishment. Advocates have worked for a number of years at Osborne House, a Sutton and Merton Primary care Trust service in Hastings. Service users are supported to discuss their views and wishes and consider the options for their future, in line with a re-provision of the service

- People living independently. This includes providing specific targeted advocacy support to individuals, including those with acquired brain injury living in the community
- Advocacy support to people living in private sector residential accommodation. MY CHOICE has a contract with two private residential services to provide regular advocacy support
- Parents with learning disabilities whose children may be subject to Child Protection proceedings. This is funded by Comic relief and involves advocates supporting parents who have a learning disability to understand and be actively involved in the processes and procedures involving child welfare agencies
- Voices for Change group. This group is made up of people with a learning disability from Hastings and Rother, who come together to discuss their views and wishes of services provided. It is currently funded by the Community Chest Global grant. Voices for Change has been influential in raising the profile of people with learning disabilities to those who develop and oversee local services and has representatives attending a number of key groups and meetings
- People with a mild learning disability living independently and/or who are not eligible for specialist learning disability services from the local authority. Funding from the British Institute of Learning Disabilities ended in March 2007.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- Increase in contracted advocacy hours for Osborne House, playing a key role in the development of Person Centred Plans for service users
- Key role in consultation process for reprovision of residential and day services for West Kent NHS Trust services in Hastings and Rother
- Voices for Change self-advocacy group continued to run, facilitated by a person with a learning disability who is a member of that group
- My Choice successfully secured funding from the Bailey Thomas Trust to fund a management post
- My Choice was delighted to welcome Sue Palmer as the new Project Manager of My CHOICE.

Mental Health Advocacy



Mental Health Advocacy Services

This service (financed through a range of funding streams) works with working age adults who have a mental health issue. The scheme operates in East Sussex and across East Berkshire, West Berkshire and Slough to provide a full range of advocacy and advice services to mental health service users both in-patient and in the community:

- Meeting with in-patient service users in hospitals via regular clinics and appointments
- Supporting service users at ward rounds and CPA reviews
- Providing supporting at mental health tribunals and S117 meetings
- Assisting service users in expressing their views, wishes and concerns to other professionals
- Providing advocacy support at clinical appointments
- Meeting with service users in the community by appointment
- Providing telephone advocacy support for service users and carers
- Linking service users with appropriate voluntary or statutory services
- Work within secure forensic units and prison settings
- Facilitation of the development of Patient Councils and user empowerment initiatives
- Expansion of peer advocacy training courses in East Sussex and across Berkshire
- Increase in the number of volunteers and peer advocates working with the project in East Sussex and Berkshire.

KEY DEVELOPMENTS AND ACHIEVEMENTS

EAST BERKS

- Funding for an additional advocacy post has been secured
- Advocacy work at Hartsleap Private Hospital has been recommissioned
- In-patient work has been increased due to demand for the service.

WEST BERKS AND SLOUGH

- We have continued to provide intensive advocacy in Prospect Park Hospital plus ongoing transitional support for individuals being moved from a long term rehabilitation ward into the community
- Emma Wilcox Davies returned from maternity leave. We are grateful to Judy Harrower for her part time management secondment cover and we have enjoyed the opportunity to co- work with ICAS on this and a number of other areas
- Peer Advocacy was delivered in Slough and Newbury very successfully and people found the courses informative and empowering.
- Information given to the Slough LIT has been used to make changes to services in both Slough Community and more particularly bigger changes to the inpatient unit at ward 10. Service managers are implementing change in the areas most affecting service users and we have been given updated reports and regular meetings have been arranged to report in both directions.

EAST SUSSEX

- We were successful in achieving funding to implement new work areas within Lewes and Haynes. We also received funding to begin a joint project with Xpress to provide advocacy for young people and adults in the Priory at Ticehurst. Our service at the Priory Grange allowed the hospital to receive a green light on the provision of advocacy from the Healthcare commission. Our work at the Langford has been recommissioned
- Changes in the staff within the healthcare and commissioning teams meant we were unable to apply for internal funding of our prison work; however ICAS decided to commission our prison work for six months to benefit both services with shared learning. New meetings will be arranged when new staff are in post.



Independent Complaints Advocacy Service (ICAS)

ICAS provides free and independent advocacy support to people wishing to complain about the treatment or care they have received from the National Health Service (NHS). ICAS is a government initiative, funded by the Department of Health, which is delivered nationally by a number of independent advocacy providers. South of England Advocacy Projects has provided ICAS in the South East region since 2002 and, in early 2006, won a further five year contract from the Department of Health to continue to provide the service in the region, as well as an additional five year contract to provide the service in the South West region.

SEAP ICAS continues to strengthen its relationships with local health providers, and work closely with the Department of Health and the two other national ICAS providers, to ensure that trends in client complaints and broad-based areas of concern are highlighted and inform changes to service development and delivery.

SEAP ICAS is committed to supporting the development of a patient-led NHS, improving patient experiences with regard to their healthcare, and providing support to address and resolve complaints.

KEY DEVELOPMENTS AND ACHIEVEMENTS

- Set up a two year research project to develop effective Service User Involvement in ICAS
- Appointed an experienced advocate from our Basingstoke team to a six month secondment to work with the Department of Health to develop effective, patient/client centred complaints processes within a single health and social care complaints framework by April 2009
- Over 1800 hits on the SEAP ICAS website in Quarter 4, reinforcing the rising trend over the year, and a total of 6464 hits in the year to 31 March 2008
- Submission of European Foundation For Quality Management (EFQM) "Committed To Excellence" portfolio in March 2008, recognising and underpinning our efforts in developing an ongoing and evolving quality assessment programme

- 47 contacts from prison clients compared with 36 last year. This work has included working face to face with prison clients
- 2 stakeholder meetings, focusing on working with people with learning disabilities. Our partnership working approach and information and promotional materials, which were developed in conjunction with people with learning disabilities, were very positively received. We also presented our work to date at the British Institute for Learning Disabilities national conference on Kidderminster in March. Training for advocates on working with people with learning disabilities is part of our training plan moving forward into 2008/09
- Networking with NHS stakeholders in local areas has continued throughout the period, with meetings and presentations taking place, amongst others, in and with PPI Forums PALS and complaints managers, GP/Dental practices across the region.

SOUTH EAST

- 1618 new client complaints and contacts supported in 07/08
- On average, each full time equivalent advocate carried an active caseload of 43.7 cases in 07/08, compared with 41 in the previous year
- 15% increase in contacts with clients at levels 1 and 2, compared to 2006/07, indicating a demonstrable shift of resources towards more complex cases and more vulnerable clients
- 11% increase in older person clients
- 7% increase in clients presenting themselves as having mental health issues
- 814 Self Help Information Packs downloaded from the ICAS pages on the SEAP website in the year.

SOUTH WEST

- 1487 new client complaints and contacts supported in 07/08
- On average, each full time equivalent advocate carried an active caseload of 37.5 cases in 07/08, compared with 31.7 in the previous year.
- 24% increase in contacts with clients at levels 1 and 2, compared to 2006/07, indicating a demonstrable shift of resources towards more complex cases and more vulnerable clients

- 33% increase in older person clients
- 33% increase in clients with physical disabilities
- 8% increase in clients presenting themselves as having mental health issues
- 437 Self Help Information Packs downloaded from the website in the SW region in the year.

MONITORING PERFORMANCE

South of England Advocacy Projects monitors the delivery of its services in a variety of ways. These include:

- **Client Satisfaction Surveys:** clients are asked to comment on their experience of receiving the service and ways in which this could be improved. The views of those using our services is extremely important to SEAP and clients have been involved in a number of service delivery improvements
- Individual advocacy projects adhere to **National Advocacy Standards** where these exist. SEAP is currently involved with a number of other national providers in developing National Occupational Standards for advocates
- **Quality Assurance Model:** In April 2006, SEAP committed to using a single quality assurance model across the whole organisation. EFQM (European Framework for Quality Monitoring) is now in its third year of implementation. This year we have achieved:
 - ✓ Completion of a pilot of EFQM monitoring processes, involving all staff in their teams and a representative group
 - ✓ Completion of EFQM report, which identified key areas for improvement, including internal communication, ICT development, staff training, and extending an effective Quality Monitoring system throughout the organisation
 - ✓ Completion of many action points based on feedback, including upgrading of Intranet and message Boards, development and implementation of ICT strategy and actions including purchasing new servers, upgrade on security systems for ICT, and creation of ICT manager post
 - ✓ ICAS pursued EFQM accreditation, acting as a pilot to be followed by the whole organisation in the next financial

year. An indication of successful achievement of the accreditation is expected in June 2008.

SEAP looks forward to continuing to build on its portfolio of services which provide high quality advocacy support to clients over the coming year.

Financial Review

The results for this period can be found on page 29 of the attached accounts. There was no significant increase in the activities of the charity compared to the previous year.

Total incoming resources for the year ended 31 March 2008 were £4,243,408 (2007: £4,125,063)

Expenditure on charitable activities was £3,890,101 (2007 – £3,214,170). Costs of generating funds were £7,500 (2007 – £24,336), and governance costs were £63,345 (2007 – £44,020).

Financial position

The balance sheet shows total funds of £1,671,375 (2007 – £1,388,913)

General funds for working capital purposes and to meet contingencies amount to £397,399 (2007 - £194,951).

Designated funds allocated for specific projects amount to £998,799 (2007 - £280,176)

Restricted fund balances of £275,177 (2007 – £913,786) are amounts held on trust for donors in connection with the specialist advocacy services provided by the charity.

Reserves Policy

The charity needs, and has used, reserves for several reasons; to prevent serious disruption to its charitable work in the event of delays in receiving grants, to meet contingencies that cannot be met out of current income; and to plan for future activities before funding is received.

The trustees have reviewed the level of reserves that are freely available in the general fund of the charity, in conjunction with the nature of the income and expenditure requirements of the charity's activities. The trustees have concluded that the most appropriate level of free reserves in the general fund of the charity should be approximately £300,000 (2007 - £140,000). At the end of the year the balance of the charity's free reserves was £356,936 (2007 - £162,355).

The trustees have also reviewed the balances that are held in the restricted funds of the charity, in conjunction with the nature of the income and expenditure requirements of each fund. The trustees have concluded that based upon the terms and conditions for each income stream included in restricted funds no reserves are held in any of the funds. The balance on each of the restricted funds is not a reserve but an under spend that will be spent in the following year.

The charity holds designated funds that have arisen from savings on the ICAS contracts and that the Department of Health has agreed can be used for specific projects that enhance the delivery of the ICAS work as well as the charity as a whole. It is planned that the fund will be completely expended by 31 March 2011.

Investment policy

The charity has a policy of holding cash in excess of working capital requirements in high interest bearing accounts until required and working capital in interest bearing current accounts. The amount of interest earned during the year in both high interest and current accounts was £73,247 (2007 - £34,835). This equates to a return of 4.92% based upon the average of the opening and closing bank balances (2007 – 3.58%)

On 20 June 2008 Trustees approved the following investment policy:

The Trustees have considered guidance and their duties as set out by the Charity Commission and have decided that in order not to conflict with the Charity's objects in the widest sense and to be consistent with its strategic objectives, all cash available will be deposited with institutions that can declare that they do not invest in or lend money to organisations or countries that;

1. fail to uphold basic human rights within their sphere of influence
2. have links with oppressive regimes
3. contribute to climate change through extraction or production of fossil fuels
4. manufacture chemicals which are persistent in the environment and linked to long term health concerns
5. manufacture for or transfer arms to oppressive regimes
6. manufacture torture equipment or other equipment that is used in violation of human rights

SEAP has cash available to invest for the short term only. This is because it has substantial designated funds that will be expended within one year and unrestricted funds that may be required for day to day operations and exceptional items. Therefore its objectives are to maintain high liquidity, ensure maximum security and achieve the highest possible return in line with its ethical standards. To meet these objectives SEAP invests in fixed-term or call accounts with institutions that are considered to comply with SEAP's ethical criteria and with a high security rating.


Independent auditors' report

To the trustees of South of England Advocacy Projects Limited

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 as to whether 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 information in the financial statements.

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 Charity's affairs as at 31 March 2008, and of its incoming resources and application of resources for the year then ended, and have been properly prepared in accordance with the Charities Act 1993.


Ashdown Hurrey
Chartered Accountants
20 Havelock Road
Hastings
East Sussex TN34 1BP

9th October 2008

Independent auditors' report

To the trustees of South of England Advocacy Projects Limited

We have audited the financial statements of South of England Advocacy Projects Limited for the year ended 31 March 2008 which comprise a Statement of Financial Activities, Balance Sheet, and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the trustees, as a body, in accordance with Section 44 of the Charities Act 1993. Our audit work has been undertaken so that we might state to the trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditors

The responsibilities of the trustees of South of England Advocacy Projects for preparing the report of the trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards are set out in the statement of responsibilities of the trustees. We have been appointed as auditors under section 43 of the Charities Act 1993 and report in accordance with regulations made under section 44 of that act.

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 and are properly prepared in accordance with the Charities Act 1993. We also report to you if, in our opinion, the report of the trustees is not consistent with the financial statements, if the charity has not kept proper accounting records, or if we have not received all the information and explanations we require for our audit.

We read other information contained in the report of the trustees, and consider whether it is consistent with the audited financial statements. We consider the implications of our report if we become aware of any apparent misstatements or material inconsistencies with the financial statements. Our responsibilities do not extend to any other information.

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 Charity in the preparation of the financial statements, and of whether the accounting policies are appropriate to the Charity's circumstances, consistently applied and adequately disclosed.

Statement of Financial Activities (Incorporating an Income and Expenditure Account)

For the Year Ended 31 March 2008

	Notes	Unrestricted funds £	Restricted funds £	2008 Total funds £	2007 Total funds £
Incoming resources					
Incoming resources from generated funds:					
Donations	2	-	2,843	2,843	3,280
Investment income	3	66,043	7,204	73,247	34,835
Incoming resources from charitable activities:					
Provision of advocacy services	4	-	4,167,318	4,167,318	4,086,948
Total incoming resources		<u>66,043</u>	<u>4,177,365</u>	<u>4,243,408</u>	<u>4,125,063</u>
Resources expended					
Cost of generating funds	5	7,500	-	7,500	24,336
Charitable activities	6	132,101	3,758,000	3,890,101	3,214,170
Governance costs	7	1,267	62,078	63,345	44,020
Total resources expended	8	<u>140,868</u>	<u>3,820,078</u>	<u>3,960,946</u>	<u>3,282,526</u>
Net (Outgoing)/Incoming Resources	9	(74,825)	357,287	282,462	842,537
Transfers	16	995,896	(995,896)	-	-
Net movement in funds		<u>921,071</u>	<u>(638,609)</u>	<u>282,462</u>	<u>842,537</u>
Funds at 1 April 2007		<u>475,127</u>	<u>913,786</u>	<u>1,388,913</u>	<u>546,376</u>
Funds at 31 March 2008		<u><u>1,396,198</u></u>	<u><u>275,177</u></u>	<u><u>1,671,375</u></u>	<u><u>1,388,913</u></u>

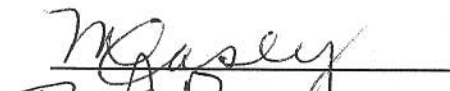
All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 16 to the financial statements.

Balance Sheet


As at 31 March 2008

	Notes	£	2008 £	2007 £
Fixed Assets				
Tangible Assets	12		<u>40,463</u>	<u>32,616</u>
			40,463	32,616
Current Assets				
Debtors and Prepayments	13	112,937		171,870
Cash at Bank and in Hand		<u>1,738,270</u>		<u>1,237,015</u>
		1,851,207		1,408,885
Creditors: Amounts Falling Due Within One Year	14	<u>220,295</u>		<u>52,588</u>
Net Current Assets			<u>1,630,912</u>	<u>1,356,297</u>
Net Assets	14		<u>1,671,375</u>	<u>1,388,913</u>
Funds				
Restricted Funds	15		275,177	<u>913,786</u>
Unrestricted Funds	15			
Designated Funds		998,799		280,176
General Funds		<u>397,399</u>		<u>194,951</u>
Total Unrestricted Funds			<u>1,396,198</u>	<u>475,127</u>
Total Funds			<u>1,671,375</u>	<u>1,388,913</u>

Approved by the Trustees on 5 September 2008 and signed on their behalf by



Trustee



Trustee

Notes to the Financial Statements

For the Year Ended 31 March 2008

1. Accounting Policies

a) Basis of preparation

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards. They follow the recommendations in the Statement of Recommended Practice, Accounting and Reporting by Charities (2005) and the Companies Act 1985.

b) Legal status of the charity

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity.

c) Income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. Intangible income is recognised as an incoming resource where the provider of the service has incurred a financial cost. Volunteer time is not included in the financial statements.

Grants are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Investment income comprises interest on cash deposits.

Income from charitable activities includes grants and contracts for the provision of services to beneficiaries as specified in contracts and service level agreements with local authorities, government bodies and other organisations. The income is recognised in the Statement of Financial Activities in the period to which the provision of service relates.

Income is deferred if any conditions for use imposed by the donor have not been met.

Notes to the Financial Statements

For the Year Ended 31 March 2008

d) **Expenditure**

Cost of generating funds are those costs incurred in attracting voluntary income including the costs of advertising for funds and costs incurred in trading activities that raise funds.

Cost of charitable activities comprise costs incurred on the defined charitable purposes of the charity and include direct costs of the charitable activities together with those support costs incurred that enable these activities to be undertaken.

Support costs are those costs that, whilst necessary to deliver an activity, do not themselves directly produce charitable outputs. These will include the cost of central services such as general management, finance, and human resources.

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on an estimate of the staff time attributable to each activity.

Governance costs (see Note 7) are costs associated with meeting the constitutional and statutory arrangements of the charity, including internal and external audit and the cost of preparing statutory accounts, the cost of Directors' meetings, and other costs involved with the charity's strategic management.

e) **Pensions**

The charity has arranged a defined contribution scheme that is available to all members of staff. The assets of this these are held separately from those of the charity in independently administered funds. The main provider of these pension funds is the Pensions Trust, but other private providers are also used. Pension costs charged in the Statement of Financial Activities represent the contributions payable by the charity in the year.

f) **Cash flow**

The financial statements do not include a cash flow statement because the charity does not meet the threshold requirements under Financial Reporting Standard 1 - 'Cash Flow Statements'.

Notes to the Financial Statements

For the Year Ended 31 March 2008

g) **Taxation**

Value added tax is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

As a charity, South of England Advocacy Projects Ltd is exempt from tax on income and gains falling within Section 505 of the Taxes Act 1988 or s256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen as a result of activities by the Charity.

h) **Tangible fixed assets and depreciation**

Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The depreciation rates in use are as follows:

Furniture and Equipment	20% per annum straight line.
Computers	33% per annum straight line.

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities.

i) **Funds accounting**

General funds consist of unrestricted funds which the charity may use for purposes at its discretion.

Designated funds are unrestricted funds earmarked by the trustees for a specific purpose.

Restricted funds are those where the donor has imposed restrictions on the use of the funds.

j) **Services provided by volunteers**

For the purposes of these accounts no monetary value has been placed on administrative and other services provided by volunteers in the charity.

Notes to the Financial Statements

For the Year Ended 31 March 2008

2. Donations, legacies, gifts and similar incoming resources

	Restricted £	2008 Total £	2007 Total £
Donations	<u>2,843</u>	<u>2,843</u>	<u>8,038</u>
Total	<u><u>2,843</u></u>	<u><u>2,843</u></u>	<u><u>8,038</u></u>

3. Investment Income

	2008 £	2007 £
Interest Receivable	<u>73,247</u>	<u>34,835</u>
	<u><u>73,247</u></u>	<u><u>34,835</u></u>

4. Income from charitable activities

The income, surplus for the year and net assets are attributable to the principal activity, which is to provide advocacy services for people of all ages throughout the South of England. The charity operates in, and the whole of its income is derived from, the UK.

	Restricted £	2008 Total £	2007 Total £
Department of Health	3,139,704	3,139,704	3,216,086
Local Authorities	380,248	380,248	263,849
Primary Care Trusts	456,963	456,963	426,084
Other grants and contracts	169,537	169,537	160,198
Fees and donations	20,866	20,866	20,731
	<u>4,167,318</u>	<u>4,167,318</u>	<u>4,086,948</u>
Total Incoming Resources	<u><u>4,167,318</u></u>	<u><u>4,167,318</u></u>	<u><u>4,086,948</u></u>

The restricted funds includes grants from the Big Lottery, BBC Children in Need, Comic Relief and the Baily Thomas Charitable Fund.

Notes to the Financial Statements

For the Year Ended 31 March 2008

5. Cost of generating funds	2008	2007
	£	£
Cost of generating funds	<u>7,500</u>	<u>24,336</u>

6. Analysis of Charitable Activities

	Unrestricted	Restricted	2008	2007
	£	£	Total	Total
			£	£
Staff Costs	96,338	2,848,537	2,944,875	2,314,652
Staff related costs	22,540	326,197	348,737	228,200
Rent and associated service costs	9,593	214,767	224,360	221,551
Office running costs	2,671	218,064	220,735	264,187
Other service costs	693	120,853	121,546	167,084
Depreciation	266	29,582	29,848	18,496
Total Charitable Expenditure	<u>132,101</u>	<u>3,758,000</u>	<u>3,890,101</u>	<u>3,214,170</u>

7. Governance costs

	Unrestricted	Restricted	2008	2007
	£	£	Total	Total
			£	£
Staff Costs	952	46,643	47,595	35,781
Staff related costs	14	700	714	403
Rent and associated service costs	32	1,557	1,589	897
Office running costs	24	1,175	1,199	589
Other service costs	245	12,003	12,248	6,350
Total	<u>1,267</u>	<u>62,078</u>	<u>63,345</u>	<u>44,020</u>

Notes to the Financial Statements

For the Year Ended 31 March 2008

8. Total Resources Expended

	Basis of allocation	ICAS	Mental Health	My Choice	Xpress	Cornwall and Portsmouth	Governance	2008 Total	2007 Total
		£	£	£	£	£	£	£	£
Costs directly allocated to activities									
Staff Costs	Direct	1,890,911	313,328	81,543	215,661	227,342	47,595	2,776,380	2,205,212
Staff related costs	Direct	226,418	20,711	3,940	13,563	21,955	714	287,302	182,609
Rent and associated service costs	Direct	149,550	22,780	6,037	16,612	25,205	1,589	221,774	211,190
Office running costs	Direct	144,234	15,514	4,348	10,791	23,182	1,199	199,268	243,727
Other service costs	Direct	68,200	6,013	77	19,503	5,718	12,248	111,759	122,541
Depreciation	Direct	22,133	180	203	215	4,017	-	26,748	14,232
		<u>2,501,447</u>	<u>378,526</u>	<u>96,149</u>	<u>276,345</u>	<u>307,419</u>	<u>63,345</u>	<u>3,623,231</u>	<u>2,979,511</u>
Support costs allocated to activities									
Staff Costs	Staff time	162,296	20,171	4,812	13,986	14,825	-	216,090	201,262
Staff related costs	Staff time	46,678	5,801	1,384	4,022	4,264	-	62,149	14,288
Rent and associated service costs	Staff time	3,136	390	93	270	286	-	4,175	11,258
Office running costs	Staff time	17,023	2,116	505	1,467	1,555	-	22,666	28,647
Other service costs	Staff time	22,182	2,757	658	1,911	2,027	-	29,535	43,296
Depreciation	Staff time	2,328	289	69	201	213	-	3,100	4,264
		<u>253,643</u>	<u>31,524</u>	<u>7,521</u>	<u>21,857</u>	<u>23,170</u>	<u>-</u>	<u>337,715</u>	<u>303,015</u>
Total		<u>2,755,090</u>	<u>410,050</u>	<u>103,670</u>	<u>298,202</u>	<u>330,589</u>	<u>63,345</u>	<u>3,960,946</u>	<u>3,282,526</u>

Notes to the Financial Statements

For the Year Ended 31 March 2008

9. Net Incoming Resources for the Year

This is stated after charging:

	2008	2007
	£	£
Depreciation:		
Provision for the year	29,846	18,496
Auditors' Remuneration:		
Audit	4,500	4,931
Operating Lease Rentals:		
Property	<u>105,648</u>	<u>43,292</u>

10. Trustee Remuneration & Related Party Transactions

No trustees received any remuneration from the company. Reimbursement of travel and training costs amounting to £1,747 (2007 - £819) were reimbursed to 3 (2007 - 2 trustees).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2007 - nil).

11. Staff Costs and Numbers

	2008	2007
	£	£
Staff costs were as follows:		
Wages and Salaries	2,722,229	2,156,270
Benefits in Kind	63	-
Social Security Costs	232,751	193,194
Employer Pension Contributions	<u>37,427</u>	<u>25,304</u>
	<u>2,992,470</u>	<u>2,374,768</u>

No employee earned more than £60,000 during the year.

The average weekly number of employees (full-time equivalent) during the year was as follows:

	2008	2007
	No.	No.
Advocacy Services	95	80
Management and Administration	<u>9</u>	<u>9</u>
	<u>104</u>	<u>89</u>

Notes to the Financial Statements

For the Year Ended 31 March 2008

12. Tangible Fixed Assets

	Computer £	Office £	Total £
COST			
At 1 April 2007	103,063	68,573	171,636
Additions in Year	15,708	21,985	37,693
Disposals in Year	(58,326)	-	(58,326)
	<u>60,445</u>	<u>90,558</u>	<u>151,003</u>
At 31 March 2008			
DEPRECIATION			
At 1 April 2007	75,141	63,879	139,020
Charge for the Year	19,202	10,644	29,846
Disposals in Year	(58,326)	-	(58,326)
	<u>36,017</u>	<u>74,523</u>	<u>110,540</u>
At 31 March 2008			
NET BOOK VALUE			
At 31 March 2008	<u>24,428</u>	<u>16,035</u>	<u>40,463</u>
At 1 April 2007	<u>27,922</u>	<u>4,694</u>	<u>32,616</u>

All tangible fixed assets are used for the furtherance of the charity's charitable objectives.

13. Debtors and Prepayments

	2008 £	2007 £
Debtors	91,061	64,506
Prepayments	21,876	-
Accrued income	-	107,364
	<u>112,937</u>	<u>171,870</u>

14. Creditors : Amounts Falling Due Within One Year

	2008 £	2007 £
Taxation and Social Security	2,054	-
Creditors	146,775	13,093
Accruals	57,988	39,495
Deferred income	13,478	-
	<u>220,295</u>	<u>52,588</u>

Notes to the Financial Statements

For the Year Ended 31 March 2008

15. Analysis of Net Assets Between Funds

	Tangible Fixed Assets £	Net Current Assets £	At 31 March 2008 £
Restricted funds			
Xpress Advocacy Service	430	78,667	79,097
My Choice Advocacy Service	203	37,617	37,820
Mental Health Advocacy Service	180	90,456	90,636
Independent Complaints Advocacy Service	27,899	33,229	61,128
Cornwall & Portsmouth Advocacy Services	8,034	(1,538)	6,496
Total Restricted Funds	36,746	238,431	275,177
Unrestricted Funds:			
Designated Funds	-	998,799	998,799
General Funds	3,716	393,683	397,399
Total Unrestricted Funds	3,716	1,392,482	1,396,198
Total Funds	40,462	1,630,913	1,671,375

16. Movements in Funds

	At 1 April 2007 £	Incoming Resources £	Resources Expended £	Transfers £	At 31 March 2008 £
Restricted Funds:					
General Fund	(a) 10,000	14,954	(36,533)	11,579	-
Xpress Advocacy Service	(b) 73,420	298,774	(296,349)	3,252	79,097
My Choice Advocacy Service	(c) 19,887	117,937	(103,031)	3,027	37,820
Mental Health Advocacy Service	(d) 105,580	379,844	(407,377)	12,589	90,636
Independent Complaints Advocacy Service	(e) 593,588	3,140,724	(2,648,165)	(1,025,019)	61,128
Cornwall Advocacy Service	(f) 57,104	108,023	(155,740)	(2,891)	6,496
Portsmouth Advocacy Service	(f) 54,207	117,109	(172,883)	1,567	-
Total Restricted Funds	913,786	4,177,365	(3,820,078)	(995,896)	275,177
Unrestricted Funds:					
Designated Funds	280,176	-	(177,896)	896,519	998,799
General Fund	194,951	66,043	37,028	99,377	397,399
Total Unrestricted Funds	475,127	66,043	(140,868)	995,896	1,396,198
Total Funds	1,388,913	4,243,408	(3,960,946)	-	1,671,375

Purposes of Funds

- (a) The General Fund represented funds received for an ICAS conference which has been transferred to the relevant designated reserve.
- (b) Xpress Advocacy Service relates to grants and contract income received for the advocacy and childrens rights service which works with children and young people, aged 8-21. This includes grant income from the Big Lottery Grant Fund of £33,685 against which £33,512 of expenditure was incurred.

Notes to the Financial Statements

For the Year Ended 31 March 2008

- (c) My Choice Advocacy Service relates to grants and contract income received for the charity's advocacy service for people with learning difficulties.
- (d) The Mental Health Advocacy Service relates to grants and contract income received for services for working age adults in East Sussex and Berkshire.
- (e) The Independent Complaints Advocacy Service relates to contractual income received under a Department of Health contract to provide free and independent advocacy support for complaints about NHS services in the South East and South West of England. This also includes additional donations and small grants.
- (f) Cornwall and Portsmouth Advocacy Services relate to contractual income received to provide advocacy services in these areas.
- (g) Designated funds have been allocated by the trustees for specific purposes.

17. Operating Lease Commitment

The Company had an annual commitment under operating leases expiring as follows:

	2008	2007
	£	£
Leases of land and buildings expiring under one year	34,719	46,899
Leases of land and buildings expiring between one and five years	70,929	87,369

18. Contingent Liabilities

In the opinion of the trustees there are no significant contingent liabilities.