

KCIL LIMITED
(Limited by Guarantee)
FINANCIAL STATEMENTS
31 MARCH 2017

Company No. 06240260

Registered Charity No. 1123063

GARNERS
Chartered Accountants & Statutory Auditor
100a High Street
Hampton
Middlesex
TW12 2ST

KCIL LIMITED
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017

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KCIL LIMITED**LEGAL AND ADMINISTRATIVE DETAILS****Directors/ Trustees**

R E Cole
J D Hatherley
A L Lee F.C.A. (Treasurer)
N A Tarrant (Chair)
K Valentine
P Bamford appointed 22 November 2016
C W Martin appointed 22 November 2016
W J Warren resigned 22 November 2016

Company Secretary

R A Reilly

Chief Executive

L M Ehlers

Registered Office

River Reach
31-35 High Street
Kingston upon Thames
Surrey
KT1 1LF

Auditors

Garners
Chartered Accountants and
Business Development Consultants
100a High Street
Hampton
Middlesex
TW12 2ST

Bankers

National Westminster Bank plc
5 Market Place
Kingston upon Thames
Surrey KT1 1JX

Solicitors

Simpson Miller
22-25 High Street
Kingston upon Thames
Surrey KT1 1LL

**KCIL LIMITED
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

The trustees who are directors of the company submit their annual report and audited financial statements for the year ended 31 March 2017.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constituted in 1968, KCIL has developed into an organisation of disabled people, with a clear and firm commitment to independent living, choice, control and equality. KCIL is constituted to meet the needs of disabled people in and around The Royal Borough of Kingston upon Thames (RBK), particularly by representing and supporting their full equality and inclusion in order that they might lead independent and empowering lives.

Trustees are voted in at each Annual General Meeting, thereby forming the Board of Trustees of KCIL; there must be a minimum of three trustees. The skill requirements for the Board of Trustees are kept under review and when a trustee retires or additional new skills are identified as required, the Board will initiate a recruitment procedure.

New trustees may be sought by open advertisement, through dialogue with suitable candidates, and through nominations at the Annual General Meeting. The ethos of the organisation, particularly its commitment to the concept of independent living and the Social Model of Disability, are taken into account when recruiting new trustees. The ultimate decision is a matter for the current Board of Trustees who will co-opt a new Trustee until confirmed at the next AGM.

Trustees' meetings (known as Board of Trustees meetings), are where Board members agree the broad strategy and areas of activity for the organisation, including grant making criteria, level of reserves, risk management, performance and policies. The day-to-day administration of grants and operational management of KCIL activities is delegated to the Chief Executive.

The welcome pack for new trustees includes a brief history of KCIL, the organisation's Strategy document and current Business Plan, a copy of the Charity Commission's guidance 'The Essential Trustee: What you need to know', as well as compliance documents. The induction process for new trustees comprises an initial meeting with the Chair of the Board of Trustees and a series of meetings with the Chief Executive relating to KCIL services, our ethos, and the powers and responsibilities of the Board of Trustees. New Trustees are also encouraged to visit the office to meet the wider staff and volunteer team and hear directly about the services we provide.

RISK MANAGEMENT

The Trustees have considered the major risks to which the Charity is exposed and have reviewed those risks and have established systems and procedures to manage those risks.

The major potential financial risks over the past three years were associated with the possible loss of core funding and funding for our largest service, Self-Directed Support, due to the Council's move from grants to commissioning. KCIL increased our reserves over the past 3 years whilst the Self Directed Support Service was being considered, on the basis that we could lose the contract if it went out to an open tender. Fortunately, KCIL was successful in December 2016 in securing the contract for Direct Payment Support and Advice for the Royal Borough of Kingston and Kingston Clinical Commissioning Group. The reserves we have accumulated will now give us time to explore other options for future fundraising, partnership working and strategic development. We plan to reduce some of the reserves over the next 3 years through our new grants programme.

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OBJECTS, MISSION AND STRATEGIC AIMS

The objects of KCIL are to meet the needs of disabled people in and around The Royal Borough of Kingston upon Thames (RBK), particularly by representing and supporting the full equality and inclusion of disabled people in order that they might lead independent and empowering lives.

KCIL seeks to ensure that all disabled people in and around RBK live as independently as they choose. Our mission is to provide information, advice and support to all disabled people living in RBK and the surrounding areas and to empower them to have a voice, take control of their lives, and be treated equally.

Over the past year, KCIL has been working to adapt itself to the current challenges in the sector.

After receiving a direct award to run Direct Payment Support and Advice for RBK and the CCG for 2016-17, we decided to focus our efforts on writing a successful bid for the upcoming tender. Our main aims of the year were:

- To provide a high quality direct payment support service for the Royal Borough of Kingston, Clinical Commissioning Group, and Achieving for Children.
- To develop clear financial systems, HR processes and policies and procedures in order to improve efficiency and prepare for upcoming tender.
- To provide information, advice and support to disabled people living in the Royal Borough of Kingston
- To diversify our income through various ways including grants and tenders as well as exploring possible new ways of funding such as legacies, on-line fundraising, and events.
- To increase the voice of disabled people in Kingston through the Visual Impairment Parliament, Youth Parliament, and Disability Conference.

ACHIEVEMENTS AND PERFORMANCE

The highlight of the past year for Kingston Centre for Independent Living was winning the tender for Direct Payment Support and Advice for Adult Social Care and the Clinical Commissioning Group in RBK for the next 3 years +1+1. This means KCIL will be able to provide a high quality service based on the aims and ethos of KCIL emphasising the importance of choice and control for disabled people.

KCIL has also made strong links and partnerships with statutory and voluntary groups in the area including Richmond Users Independent Living Scheme (RUILS) and Thomas Pocklington Trust (TPT). This is important in the current financial climate, where partnership working is valued by funders and beneficial to organisations as a way to continue vital work within current financial constraints.

2016 was the final year of our 3 year Support Planning and Brokerage Project funded by the City Bridge Trust. Thanks to their generous grant we were able to support 263 people over the life of the project to gain more choice and control in their lives and live independently in their local community.

KCIL hosted its first annual "Living with Disabilities" Conference in September 2016 with contributions from an RBK Emerging Needs Grant as well as contributions from our sponsors, Fish Insurance and Paypacket. Delegates listened to speakers from Transport for

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All, the Department of Work and Pensions, Balance and Achieving for Children and the keynote speaker, Ross Morrison, a rugby Paralympian.

In August 2016 we were successful in our £76,900 bid to the Heritage Lottery Fund for an 18 month project, entitled "Fighting for Our Rights", exploring the role played by key figures from Kingston in the Disability Rights Movement from the 1960s to the 1990s. The project recruited an Oral History Manager, Jen Kavanagh, who began her role in November 2016. The project is a partnership with Kingston University, Kingston Museum and Archives, and St. Philips School.

The direct payment service underwent a few changes during the past year as a result of a direct award from RBK's Adult Social Care and Kingston CCG for the financial year 2016-2017. KCIL adapted its monitoring methods in order to meet the requirements of the council and are working to demonstrate outcomes for service users on the scheme. We also appointed a new Personal Assistant Admin Worker, Seye Norman in September 2016.

Achieving for Children (AfC) contracted KCIL to provide Brokerage and Direct Payment support to children, young people and their families in April 2015. The brokerage component of this service supports families to use Special Education Needs and Disability (SEND) personal budgets to have increased choice and control over education, health and social care provision. Families have used these budgets to gain control over the care and support they receive thus having more consistency of staff, access to more mainstream services, and more individually tailored support. This service said good-bye to Sophie Marshall, Support Broker, at the end of the financial year. She had been instrumental in developing our brokerage service for children and young people in Kingston and Richmond.

The support to Direct Payment users in Kingston was extended to Richmond families from April 2016. KCIL has been working hard over the past year to consolidate working processes across both boroughs in order to provide consistent, quality services.

KCIL continues to value the work of our employees and has retained its Investors in People Standard which will be reviewed again in March 2020. A Learning and Development Plan was created, highlighting staff skills and areas for development, this was then updated to illustrate the work that had been done over the year including training that staff had undergone, costings and benefits to the organisation as well as benefits to the individual. The report was fed back to the trustees in February and will now become an annual agenda item.

KCIL values partnership working and has been working closely with other organisations such as Ruils, Kingston Citizen's Advice, Kingston Carers' Network and many other local organisations as part of our strategic partner work and as a member of Kingston Information and Advice Alliance (KIAA). Thomas Pocklington Trust has been supporting KCIL with strategy development and in our work to increase the influence of our members. We have been learning from their experience of delivering the Visual Impairment Parliament and have been in discussions around developing a pan-disability Parliament. KCIL recognises the value in partnership work and plans to continue to develop this aspect of our work over the next few years.

KCIL's Board of Trustees has remained fairly stable over the past year with meetings every 6-8 weeks. We welcomed 2 new members at the AGM- Patricia Bamford and Clive Martin and we said goodbye to John Warren.

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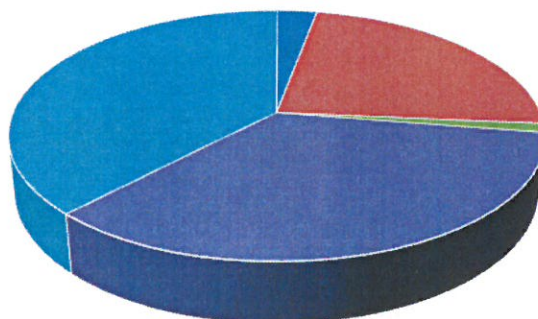
KCIL looks forward to the upcoming year and hopes to strengthen our position in the local community and build on our learning from the past year, developing our services and raising our profile in order to strengthen our position as the voice of disabled people in the local area.

SUPPORT SERVICES

Self-Directed Support Service (Direct Payments and Personal Budgets Support)

Over the past year, KCIL's Self-Directed Support Service (SDS) continued to provide support, information and advice regarding personal budgets and Direct Payments to adults and children with disabilities and their families living in Kingston and Richmond, enabling them to take control of their own health and social care. The service supported people of all ages and disabilities for the Royal Borough of Kingston Adult Social Care (RBK\ ASC), Achieving for Children (AfC) and for Kingston's Clinical Commissioning Group (CCG).

All Emails Related to Adult Social Care 2016-17

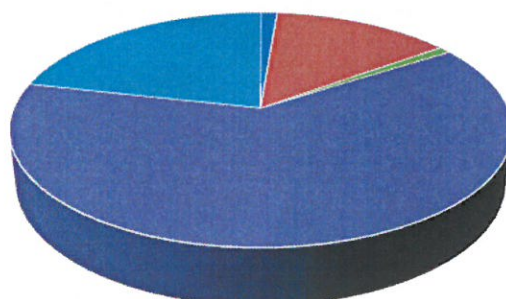


■ CCG ■ Others ■ RBK ■ Service Users ■ Social Workers

	CCG	Others	RBK	Service Users	Social Workers	
Emails From ASC	17	141	7	208	228	
Emails To ASC	10	350	19	277	303	
TOTAL ASC Emails	27	491	26	485	531	1560

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All Calls Related to Adult Social Care 2016-17



■ CCG ■ Others ■ RBK ■ S Users ■ S Workers

	CCG	Others	RBK	S Users	S Workers	
Calls From	8	89	6	408	140	
Calls To	4	149	29	423	140	
TOTAL Calls	12	238	35	831	280	1396

The service included outreach visits to help service users set up their personal budgets and to become an employer. The Outreach Support Worker attended a number of joint visits to service users with social workers, in order to introduce herself and explain the role and support that KCIL can provide in the Personal Budget/Direct Payment process.

The service for Achieving for Children was extended in to the London Borough of Richmond upon Thames (LBRuT) in April 2016, increasing numbers of young people and families on the scheme by over 90.

Visits, which usually take place in people's own homes, are opportunities to support service users to understand and complete the necessary paperwork and to understand their responsibilities as employers. The Outreach Worker also explains to service users which paperwork they need to collect and submit KCIL for access by RBK, AfC or the CCG.

The Monitoring Officer supports service users with keeping their paperwork and relevant records in order to help prevent any issues that may cause them to experience care related or financial difficulties. She also liaises with the appropriate finance department, should any difficulties arise, using acquired knowledge and established relationships with service users and finance officers.

The SDS Service and KCIL provide quarterly user group meetings where service users can discuss any issues they may have about the service, hear talks from local groups such as other voluntary groups and RBK, as well as receiving topical updates and information from the Pensions Regulator and FISH Insurance about other available services.

We offer support with the process of recruiting, interviewing and employing Personal Assistants (PAs) by working with service users to create job descriptions which are then distributed to the appropriate people registered on our PA noticeboard. We use an online resource for recruiting PAs called 'Find-a-PA' which we purchased from Richmond Users Independent Living Scheme (Ruils), on behalf of our service users. Training was also offered to Personal Assistants in Kingston through partnership working with Ruils and Surrey Independent Living Council (SILC). Some of the topics

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covered included Emergency First Aid at Work, Person Centred Care, and Food Hygiene and Infection Control.

The SDS Team continued to deliver training to Social Workers from Kingston Adult Social Care, which has given us the opportunity to explain our services in depth, how we can support them, and improve the communication and relationships between all concerned parties. SDS staff also attended a staff meeting at Achieving for Children, introducing the team and explaining what we can support them with.

An annual survey of the service was conducted at the end of 2016. This looked at a number of different areas, including the support KCIL provides, Independent Living Insurance, payroll services, recruiting PAs, and the service user group. Some of the comments from the feedback include:

"All staff have a positive and friendly attitude towards any query that I have made to them."

"I like the way KCIL staff need to answer any questions ... helping to understand how to deal with disability with letters and visits."

"The fact that the organisation is staffed and run by disabled people and has decades of experience in self-directed support issues."

"The fact that it is independent from the Council and has more in-depth knowledge of disabled people and their needs."

We have also taken on board some of the feedback from the survey including making our website more accessible and providing more support for people with learning disabilities and their families/carers.

BROKERAGE SERVICES

Achieving for Children (AfC)

Overview of the service

The SEND brokerage service receives referrals from professionals or families. Once a referral is received the Broker will meet with the family to discuss the process and inform them of their responsibilities if their plan is approved.

If the family wishes to pursue a budget the Broker will then work with them to draft a plan that will be taken to a panel for decision. If the plan is approved the Broker will work with the family on setting up a budget, which includes: completion of AfC documentation and engagement with finance, set up of insurance and payroll provision, sourcing of appropriate training and facilitation of this, health certification and sign off, engagement in the set-up of exam facilities and facilitating statutory engagement.

Alongside this the brokerage service advises families and professionals when they ask for guidance. KCIL also attend Education Health and Care Plan (EHCP) and Children In Need (CIN) meetings where appropriate.

KCIL provide monitoring of Personal Budgets (PBs) and continued advice and guidance for those families currently managing their funding.

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Activity report

- There was a **66% increase in plans** submitted from last financial year.
- **Enquiries about budgets have increased by 450% from last year.** We are seeing more professionals contacting the service than before So far this year we have seen professionals are responsible for 40% of enquiries.
- Last year the professionals contacting KCIL were independent supporters or AfC case managers. Now we are seeing school heads, Special Educational Needs Coordinators (SENCOs), EHCP coordinators, preparing for adulthood coordinators etc. contacting KCIL for advice.
- **94% of enquiries made were in reference to education funding.** Of plans submitted and approved there is an even 50:50 split between health and education, often both with elements of social care funding included. The social care funding is often left to be used as initially intended.
- **Current rate of outcomes achieved 72%.**

Quotes from families:

"The Broker has been exceptionally effective in helping to set up my son's Personal Budget at each stage of the process. She has been very proactive and without her commitment, skill and enthusiasm I am sure our son would never have enjoyed the level of support he has received. We would heartily recommend their work, and are very grateful for what has been done for our son."

"I would like to mention that we as a family have never experienced such commitment and support from a professional before. The Broker has proved to be a hardworking and caring individual and we are all so very thankful for her hard work. She have managed to support us in different ways in a professional and caring manner, we are so thankful to have her working with us and being part of our support network."

"I am happy I have decided to go for a PB but the set-up has taken a very long time which has been difficult for me and the family."

"I would make all school SENCOs aware of the service and advise parents to contact them before beginning the EHCP plan process. The broker's guidance was INVALUABLE"

City Bridge

Support Planning and Brokerage Project for the year ended 31st March 2017

The funding from City Bridge for the Support Planning and Brokerage Project came to an end in December 2016. The project was very successful over its 3 years, supporting 263 people to gain more choice and control over their lives.

From the period 1st April 2016 to 30th December 2016, the Support Broker worked with 76 clients and held 90 meetings both in the community and at the office. Throughout the final year of the project, the Broker received an increased number of referrals from the local

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Community Mental Health Team (CMHT). As a result of that, the Broker along with Recovery Support Workers from CMHT organised biweekly clinics at Tolworth Hospital. The aim of the clinics was to allow the mental health patients access to the brokerage service, information and advice. The Broker found that most of the users that suffer from mental health issues would not access the service if they were unable to meet with the Broker in a familiar location. As the clinics were held at Tolworth Hospital, which has a designated mental health unit, the users felt more comfortable with the setting and were more open and honest about the help and support they needed. The Broker mostly helped users with benefit claims and signposting them to other services. The Broker saw on average 5 service users per session. The clinics proved to be very successful and resulted in an increased number of users being able to stay independent:

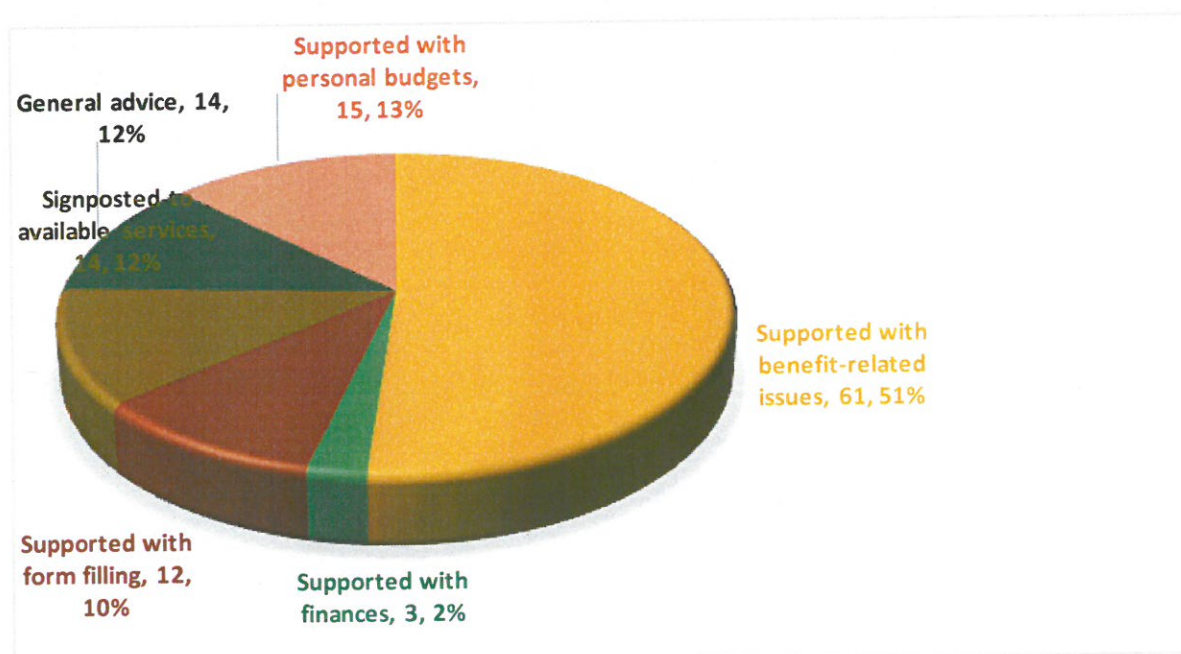
“Joanna has been running fortnightly clinics at Tolworth Hospital, providing benefits advice and support to clients of the Kingston Community Mental Health Team (now known as the Recovery Support Team). This has been invaluable, as she can provide expertise in this area that healthcare staff within the team do not have, thus achieving much better outcomes for clients. Over 50 service users have had appointments in the clinic so far, and many of these have also required multiple follow-up appointments with Joanna. We’ve received a lot of positive feedback from clients about Joanna’s input, and the team recognise that her work has made a substantial difference to the financial situations and wellbeing of many service users.”

90% of all service users accessing the clinics needed support with benefits. The remaining 10% had support with form filling, signposting and general advice and information.

Summary of City Bridge Brokerage Service

Services provided from the 1st April 2016 to 30th December 2016:

Overall, the Support Broker supported service users with personal budgets, signposting and referring to other services, benefits advice, finances, form filling and general advice.



The Support Planning and Brokerage Project was a flexible service aimed at supporting people from all backgrounds and with different disabilities. In the last months of the project,

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the Support Broker continued receiving an increase in referrals for benefit advice. In particular, the change from Disability Living Allowance to Personal Independence Payment has resulted in more people reaching out for help.

The service came to an end in December 2016.

Some of the feedback from the users of the service:

"Joanna has been very helpful and has done a lot for me. She has put my mind at rest when dealing with challenging issues which tax me more than others."

"It has been great to know I have had someone to turn to and rely on from within KCIL."

"She is always polite and friendly and there to help when needed."

"Yours is the first company I have interacted with that has added value to my life".

HERITAGE LOTTERY FUND PROJECT

'Fighting for our Rights'

KCIL launched its heritage project, 'Fighting for our Rights', in November 2016. Jen Kavanagh was appointed Oral History Project Manager and has been working with a range of partners on delivering the first stage of the project. The Heritage Lottery Fund awarded £76,900 to complete the project, which includes collecting oral histories, creating local displays, developing a web resource, as well as outputs with local schools.

Seven student nurses from Kingston University were recruited in early 2017 to work as oral history interviewees via their course mentor Theresa Nash, and all received oral history training by Dr Chris Hutchison in the spring. The project aims to collect up to 20 audio recordings from people in the disabled community, including Baroness Jane Campbell and Ann Macfarlane who were instrumental in the disability rights movement.

A project steering group has been established, and meetings are held on a bi-monthly basis to monitor the project's progress. The group consists of representatives from the University, Archive and other local partners, including St Philip's School and StoryAid.

Spaces have been secured at Kingston Museum, the Heritage Centre in the Guildhall, and four libraries in the borough for the displays, which will launch in time for Disability History Month in November 2017.

Theresa Nash stated *"The project will provide a unique outreach learning opportunity for nursing students from Kingston University. Nursing students will be able to volunteer to assist both with collecting oral histories and sharing the stories to a wider audience. Our Faculty is very excited that our students can not only assist in collecting stories but also be able to work with pupils from St Philip's School and education students to share this heritage."*

GRANT MAKING

After the Royal Borough of Kingston decided to withdraw their financial support for their Holiday Grant Scheme in March 2016, KCIL's Board of Trustees made a decision to use its reserves to fund two grants schemes: holidays and disability-related equipment.

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Having notified all previous recipients of holiday grants early in the year that the RBK-funded Scheme had come to an end, we then had to set about publicising the fact that KCIL was self-funding grants as of July 2016. This did impact on the numbers of applications we would normally have expected to receive in a nine months period.

The grants were considered by a Panel consisting of KCIL's CEO, the Patron of KCIL, an independent from a local Voluntary Sector organisation (KVA) and the Office Manager at KCIL, who is also responsible for administering the Scheme. The Panel met monthly but were flexible in considering applications between dates if deadlines dictated that was necessary. Much of the criteria used for the RBK-funded holiday grants was retained, though some of the questions on the application form were deemed unnecessary and were not incorporated into the new forms.

The revised forms were distributed, particularly amongst RBK's Adult Social Care Teams and added to the KCIL website.

The breakdown for the year ended 31st March 2017:

The revised forms were distributed, particularly amongst RBK's Adult Social Care Teams and added to the KCIL website.

The breakdown for the year ended 31st March 2017:

HOLIDAY GRANTS

Applications received: 37 Awards made: 33 (with one award being returned)

Of the 4 applications that were unsuccessful, two were retrospective applications which is not allowed under the criteria. One person returned their award as they were unable to take their intended holiday. KCIL had to decline one application as it was to a destination where the Foreign and Commonwealth Office advised against all but essential travel.

The majority (60%) of grant recipients took their holiday in England. Other destinations were: Spain, India, Turkey, Kuwait and Corfu.

KCIL set aside £10,000 for the holiday grant scheme and made awards totalling £5,534.00. Seventeen recipients requested, and were awarded, the maximum of £200. The remainder all requested less than £200.

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EQUIPMENT GRANTS

Applications received: 7 Awards made: 7

KCIL recognises that there is a need for financial support for some equipment not provided or paid for by statutory organisations. Increasingly, KCIL was receiving more calls asking how people could access the equipment they need to remain independent. This prompted a decision to create a fund of £10,000 for equipment grants for the financial year 2016-17.

Equipment KCIL helped to finance during this year:

Audio/visual equipment for a young visually impaired, Paralympian sprint champion, to enable him set up a v-log website containing information and videos to inspire and motivate other young people to participate in sports and follow their dreams. This will be his 'Track to Tokyo', as he calls it, as he has been selected as one of the British Athletics Talent Development Squad 2016-17 with potential to take part in the 2020 Tokyo Paralympics.

A Rise and Recline Chair for a man with multiple complex conditions who had been watching television in isolation from the rest of his family due to having to lie on his bed in the bedroom as he did not have a chair that supported him sufficiently. The recliner supports his neck and eases his pain sufficiently for him to be able to watch television in the living room with the rest of the family.

A Portable Hoist which allows the user to be transferred from his wheelchair to his car, giving him the freedom to travel to places with his family.

A Specialised Kaye Walker which enables the recipient to walk short distances independently.

A Washing Machine for a young man with persistent incontinence problems, whose mother had to take his washing to the laundrette daily due to the household not having a washing machine.

A Shower Commode Attendant Operated Chair which allows the recipient to mobilise independently when using a wet room

An Adjustable Bed for a young woman with an impairment which means she requires supporting when sleeping. She had been sleeping in her mother's bed so that her mother could support her position. The new equipment allows her to sleep independently.

The total awards for equipment grants came to **£4,730.88**

INFORMATION SERVICES

The Office Manager covered the Information Service over the past year. Nearly 100 telephone and email enquiries were handled on subjects covering: benefits, holiday grants, disability-related equipment, access issues, transport, employment, housing and community care. Where enquiries could not be dealt with internally, callers were signposted to outside agencies, but mainly our partner organisations within Kingston Information and Advice Alliance. We particularly signposted housing issues which required the type of expertise we do not have in-house.

In addition, there were over 300 visitors to the KCIL office in the year ending March 2017. Some visitors were attending meetings with staff members, some bringing in their paperwork relating to Personal Budgets or Direct Payments and some looking to purchase RADAR keys or to hire our

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meeting room, in some instances to interview potential Personal Assistants or undertake training as PAs. Visitors to the office were also requesting holiday grant application forms or seeking information leaflets.

KCIL's Website

KCIL's Business Development Manager has continued to work on raising the number of visitors attending our website. Since August 2015 KCIL has employed Activ SEO to improve the search engine rankings for our organisation when the words 'Disability/Disabled' and 'Kingston' are used together. Research consistently reinforces the importance of having high rankings i.e. being on the first page of any internet search. The table below shows the change in rankings since then:

	Mar-16 ranking	Mar-17 ranking
Disability Kingston	5th	4th
Disability Kingston upon Thames	5th	1st
Disabled Kingston	5th	3rd
Disabled Kingston upon Thames	4th	1st

Plans are afoot to upgrade our web site during the next financial year to ensure all information is up-to-date, easy to navigate and accessible to all.

Kingston Independent

KCIL continues to produce the Kingston Independent, our newsletter that focuses on both local and national disability-related issues. However, the decision was taken to reduce the number of printed issues to twice a year (summer and winter). These continue to be mailed to over 700 disabled people, carers and organisations in and around Kingston. Electronic, large print and audio versions are also available. Additionally, we decided to launch an eNews in September 2016 which was emailed to 230 subscribers. This was well received with the second edition being emailed in January 2017. We plan to grow the number of subscribers by encouraging people to sign up and provide email addresses when they are in contact with KCIL.

Living with Disabilities Conference

92 people attended KCIL's first annual disability conference at Chessington Safari Hotel on 12 September 2016. Disabled people and their carers, family members and Personal Assistants were able to find out more about the services available to them in the borough via presentations and workshops. Some of the presenters included the Department of Work and Pensions, Transport for All, Balance CIC, and Achieving for Children. KCIL received a New Initiatives Grant from RBK as well as sponsorship from Fish Insurance and Paypacket in order to help fund the conference.

SOCIAL ACTIVITIES

KCIL recognises that many of our service users experience periods of isolation and, with the right support, value opportunities to get out and about and to meet up with other people.

In order to meet this need we organise social activities, which this year have included a boat trip (from Kingston to Shepperton) in partnership with the Thames River Boat Project, and a day out to Ham

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House organised by Heritage2Health (a partnership between the School of Nursing Kingston University and heritage sites).

PARTNERSHIP WORKING

KCIL continues to support the Visual Impairment (VI) Parliament as part of our partnership working with Thomas Pocklington Trust (TPT). Sophie Camara, Parliament Coordinator, has been based at KCIL's office in Kingston since November 2016 following Kezia Coleman leaving the role to work elsewhere within TPT.

The VI Parliament is made up of 'MPs'. They each focus on a specialist area such as sport and leisure, environment, employment, health, and education. The Parliament holds quarterly public meetings where speakers come along to inform people with visual impairments about various opportunities in the community. The Parliament also holds social events such as pub quizzes, audio book swaps and trips to various places like Kew Gardens and bowling.

FUTURE DEVELOPMENTS

For the coming year we will focus on the following:

Delivering a high quality Direct Payment Service for RBK and the CCG following the successful tender for the service. We will also explore ways to make our work more efficient in order to be competitive for any future funding opportunities.

FINANCIAL REVIEW

The financial health of KCIL at 31st March 2017 remains satisfactory and the balance sheet is strong.

RESERVES POLICY

After allowing for our commitments under our present accommodation lease and staffing and other costs that would be incurred in the short term if the focus of the Charity changed, the Trustees have followed a robust reserves policy to help mitigate the risks set out above under "risk management". We have increased our reserves and our plan is to reduce them over the next three years.

DIRECTORS'/TRUSTEES' RESPONSIBILITIES

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;

KCIL LIMITED
REPORT OF THE TRUSTEES continued
FOR THE YEAR ENDED 31 MARCH 2017

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees' are aware:

there is no relevant audit information of which the charity's auditor is unaware; and

the trustees' have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

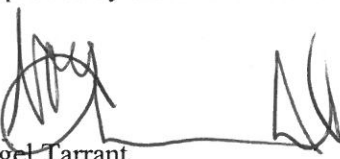
AUDITORS

Garners are deemed to be re-appointed under section 487(2) of the Companies Act 2006.

SMALL COMPANIES EXEMPTIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Approved by the trustees on 16th October 2017 and signed on their behalf by:


Nigel Tarrant
CHAIRMAN of TRUSTEES


A L Lee
TREASURER

**INDEPENDENT AUDITORS REPORT
To the Trustees of KCIL LIMITED
FOR THE YEAR ENDED 31 MARCH 2017**

We have audited the financial statements of KCIL Limited for the year ended 31 March 2017 for the year ended 31 March 2017 which comprise the statement of financial activities, statement of financial position and the related notes. The financial reporting framework that has been applied in the preparation is applicable law and the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

This report is made solely to the trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we will not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

As explained more fully in the Trustees Responsibility Statement set out on pages 14 and 15 the trustees (who are also directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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

SCOPE OF THE AUDIT OF THE FINANCIAL STATEMENTS

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements.

In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

OPINION ON FINANCIAL STATEMENTS

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

OPINION ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

INDEPENDENT AUDITORS REPORT
To the Trustees of KCIL LIMITED (continued)
FOR THE YEAR ENDED 31 MARCH 2017

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

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



STEPHEN W FRANCIS FCA
(Senior Statutory Auditor)
For and on behalf of
GARNERS
Chartered Accountants
& Statutory Auditors

100a High Street
Hampton
Middlesex
TW12 2ST

.....16/12/2017

KCIL LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2017

	Notes	Unrestricted Funds £	Restricted Funds Services to disabled people £	Agency funds £	Total 2017 £	Total 2016 £
INCOME						
Donations, grants and fees	4	219,346	137,249	7,425	364,020	345,765
Subscriptions		870	-	-	870	1,065
Investment income						
Bank interest		683	-	-	683	785
Other income		<u>9,586</u>	<u>-</u>	<u>-</u>	<u>9,586</u>	<u>237</u>
TOTAL INCOME		<u>230,485</u>	<u>137,249</u>	<u>7,425</u>	<u>375,159</u>	<u>347,852</u>
EXPENDITURE						
Grants payable	5	9,200	-	11,273	20,473	33,730
Charitable activities	6	<u>200,056</u>	<u>118,630</u>	<u>-</u>	<u>318,686</u>	<u>285,998</u>
TOTAL EXPENDITURE		<u>209,256</u>	<u>118,630</u>	<u>11,273</u>	<u>339,159</u>	<u>319,728</u>
Net income		21,229	18,619	(3,848)	36,000	28,124
Transfer of funds		(3,848)	-	3,848	-	-
Funds balance at 31 March 2016		<u>230,092</u>	<u>26,960</u>	<u>-</u>	<u>257,052</u>	<u>228,928</u>
FUND BALANCES						
at 31 MARCH 2017		<u>247,473</u>	<u>45,579</u>	<u>-</u>	<u>293,052</u>	<u>257,052</u>

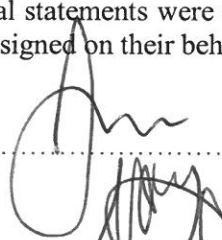
The notes on pages 20 to 25 form part of the financial statements

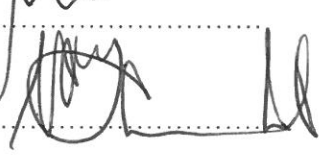
KCIL LIMITED
BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2017

	Notes	2017	2016
		£	£
CURRENT ASSETS			
Debtors and prepayments		9,743	23,322
Cash at bank	8	294,486	251,572
Cash in hand		<u>100</u>	<u>100</u>
		304,329	274,994
CURRENT LIABILITIES			
Creditors falling due within one year	9	<u>11,277</u>	<u>17,942</u>
NET CURRENT ASSETS		<u>293,052</u>	<u>257,052</u>
NET ASSETS		<u>293,052</u>	<u>257,052</u>
FUNDS			
Unrestricted Funds		247,473	230,092
Restricted Funds	10	<u>45,579</u>	<u>26,960</u>
TOTAL FUNDS		<u>293,052</u>	<u>257,052</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

These financial statements were approved by the directors and authorised for issue on 16 Dec 2017, and are signed on their behalf by:


 A L Lee
 Treasurer


 N A Tarrant
 Chairman of Trustees

Company Registration Number 06240260

KCIL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2017

1 GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is River Reach, 31 – 35 High Street, Kingston upon Thames, Surrey KT1 1LF.

2 STATEMENT OF COMPLIANCE

These financial statements have been prepared in compliance with FRS 102 'The Financial Reporting Standard applicable to the UK and Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102) and the Charities Act 2011.

3 ACCOUNTING POLICIES**Basis of preparation**

The financial statements have been prepared under the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Transition of FRS 102

The entity transitioned for FRS 102 as at 1 April 2015. Details of how FRS 102 has affected the reported financial position and financial performance is given in note 13.

Judgements and key source of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Income recognition

All donations, grants and similar incoming resources are included in the Statement of Financial Activities in the period in which they are received or for which they are receivable.

Interest is credited to the income and expenditure account when it is received.

Taxation

As a registered charity there is no liability to income or capital taxation.

Expenditure recognition

Expenditure is included on an accruals basis.

Grants payable are administered and made by the Charity.

Support costs comprise staff costs in association with the running of the Charity.

Fund Accounting

Unrestricted funds comprise accumulated surpluses and deficits on general funds. There are available for use at the discretion of the Trustees in furtherance of the objects of the Charity.

Details of the nature and purpose of each restricted fund are set out in Note 10.

KCIL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2017 (continued)

Retirement Benefits

The Charity operates a defined contribution scheme. The amount charged to the statements of financial statements in respect of pension costs is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the Balance Sheet.

Operating lease agreements

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight line basis over the period of the lease.

	Unrestricted Funds £	Restricted Funds £	Total 2017 £	Total 2016 £
4 DONATIONS, GRANTS AND FEES				
Government fees and grants:-				
Royal Borough of Kingston upon Thames				
- General and Self Directed Support				
Service Fees	218,000	-	218,000	211,500
- Holiday Fund	-	-	-	13,800
- Service Users' Insurance	-	7,425	7,425	14,197
City Bridge Fund				
-Support Broker Project	-	11,250	11,250	44,500
Thomas Pocklington Trust	-	6,500	6,500	-
Achieving for Children	-	81,049	81,049	46,071
Managed Services	-	-	-	717
Richmond Aid (RAID)	-	-	-	12,667
Heritage Lottery Fund	-	38,450	38,450	-
Donations	<u>1,346</u>	<u>-</u>	<u>1,346</u>	<u>2,313</u>
	219,346	144,674	364,020	345,765
	=====	=====	=====	=====

KCIL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2017 (continued)

	Unrestricted Funds £	Restricted Funds £	Total 2017 £	Total 2016 £
5 GRANTS PAYABLE				
Equipment fund	3,676	-	3,676	-
Service Users' Insurance	-	11,273	11,273	15,652
Managed Services	-	-	-	3,710
Holiday Fund	<u>5,524</u>	<u>-</u>	<u>5,524</u>	<u>14,368</u>
	<u>9,200</u>	<u>11,273</u>	<u>20,473</u>	<u>33,730</u>

6 CHARITABLE ACTIVITIES

	Governance Costs £	Charitable Activities £	Total 2017 £	Total 2016 £
Staff costs	13,948	200,039	213,987	201,166
Staff recruitment	113	1,012	1,125	3,517
Staff training & travel	-	4,768	4,768	5,339
Members social events	-	738	738	909
Volunteers' expenses	-	107	107	152
Rent & rates	2,761	24,845	27,606	25,694
Post & stationery	343	3,087	3,430	4,578
Photocopying & printing	656	5,902	6,558	3,597
Telephone	234	2,109	2,343	1,759
Insurance	165	1,488	1,653	1,512
Repairs & renewals	366	3,289	3,655	3,859
Office refurbishment	-	-	-	1,735
Subscriptions & publications	-	1,470	1,470	613
Meetings' expenses	1,842	2,087	3,929	3,610
Newsletter	-	2,464	2,464	2,193
Cleaning & miscellaneous expenses	279	2,490	2,769	1,977
Book-keeping	716	6,445	7,161	7,050
Audit fee	3,750	-	3,750	3,720
Legal & consultancy fees	838	11,331	12,169	2,910
Conferences	397	3,572	3,969	-
Office equipment	312	4,383	4,695	904
Computer maintenance & software	-	8,001	8,001	8,702
Website & promotions	-	1,733	1,733	110
Autopay fees	<u>-</u>	<u>606</u>	<u>606</u>	<u>392</u>
	<u>26,720</u>	<u>291,966</u>	<u>318,686</u>	<u>285,998</u>

KCIL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2017 (continued)

7 STAFF COSTS	Total 2017 £	Total 2016 £
Salaries	197,381	188,300
Social Security costs	14,263	12,075
Other pension costs	<u>2,343</u>	<u>791</u>
	<u>213,987</u>	<u>201,166</u>
The average number of full time employees during the year were as following:		
management and administration of the Charity	2017 7	2016 7
	==	==
No employees earned more than £50,000 per annum		
Trustees received no remuneration or expenses during the year.		
8 CASH AT BANK	2017 £	2016 £
Current account	(4,318)	(1,980)
Capital reserve accounts	<u>298,804</u>	<u>253,552</u>
	<u>294,486</u>	<u>251,572</u>
9 CREDITORS falling due within one year	2017 £	2016 £
Taxation and social security	4,414	-
Other creditors	411	-
Accruals and deferred income	<u>6,452</u>	<u>17,942</u>
	<u>11,277</u>	<u>17,942</u>

KCIL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2017 (continued)

10 RESTRICTED FUNDS	Balance 1 April 2016 £	Incoming Resources £	Outgoing Resources £	Transfer from funds £	Balance 31 March 2017 £
Agency					
Service Users' Insurance	-	7,425	11,273	3,848	-
Services to disabled people					
IT Systems Project	5,780	-	4,803	-	977
Achieving for Children	2,145	81,049	64,068	-	19,126
The Thomas Pocklington Trust	-	6,500	6,500	-	-
Heritage Lottery Fund	-	38,450	12,974	-	25,476
City Bridge (Support Broker Project)	<u>19,035</u>	<u>11,250</u>	<u>30,285</u>	<u>-</u>	<u>-</u>
	<u>26,960</u>	<u>144,674</u>	<u>129,903</u>	<u>3,848</u>	<u>45,579</u>

Service Users' Insurance Fund The insurance is Independent Living Insurance for users of the Self-Directed Support Service.

Kingston Voluntary Action IT System Project This project is funded by the Kingston Voluntary Action Investment Fund and is for the upgrade of IT systems and migration to Office 365.

Achieving for Children (SEND) KCIL won a bid to provide a Special Educational Needs and Disabilities (SEND) pilot on behalf of Kingston's CCG/AfC within the RBK. KCIL's role was to provide a brokerage service to families in Kingston Borough who had opted to review their child's personal budget.

The Thomas Pocklington Trust This project promotes visual impairment in the Royal Borough of Kingston upon Thames.

Heritage Lottery Fund This project is for Fighting for Our Rights: Kingston Role in the Disability Rights Movement.

City Bridge (Support Broker Project) This project promotes and develops support planning and brokerage services for Individual budget holders in the Royal Borough of Kingston upon Thames.

KCIL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2017 (continued)

11 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Net Current Assets £
KVA - IT Project	977
Heritage Lottery Fund	25,476
Achieving for Children	<u>19,126</u>
	45,579
 Unrestricted Funds	 <u><u>247,473</u></u>
	 <u><u>293,052</u></u>

12 COMMITMENTS UNDER OPERATING LEASES

At 31 March 2017 the company has annual commitments under non-cancellable operating leases as set out below.

	2017	2016
	£	£
Operating leases which expire:		
Within 2 to 5 years	<u><u>27,052</u></u>	<u><u>27,052</u></u>

13 TRANSACTION TO FRS 102

These are the first financial statements that comply with FRS 102. The charity transitioned to FRS 102 on 1 April 2015.

No transitional adjustments were required in funds for the year.