

**London
Lesbian and
Gay
Switchboard**

**Annual Report and Financial
Statements**

31 March 2007

Company Limited by Guarantee
Registration Number
2098685 (England and Wales)

Charity Registration Number
296193

BUZZACOTT

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Reference and administrative details of the charity, its directors and advisers

Directors	Marc Bates Sharon Browne Richard Desmond Christopher Henderson Amit Kataria Philip Nicol Steven Taylor Steven Wilkinson Martin Williams
Staff	Tim Gutteridge – from 6 August 2007 Jon Atkin – to 4 May 2007 Robert Wisniewski – from 23 July 2007 David Jordan Tony Mollett
Registered/Principal office	12 New Fetter Lane London EC4A 1AG
Helpline	020 7837 7324
Office Telephone	020 7837 6768
Facsimile	020 7837 7300
e-mail	admin@llgs.org.uk
websites	www.llgs.org.uk www.queery.org.uk
Company registration number	2098685 (England and Wales)
Charity registration number	296193
Independent auditors	Buzzacott 12 New Fetter Lane London EC4A 1AG

Reference and administrative details of the charity, its directors and advisers

Bankers

CAF Bank Limited
Kings Hill
West Malling
Kent
ME19 4TA

The Royal Bank of Scotland plc
London Islington Branch
40 Islington High Street
London
N1 8XJ

Solicitors

Bevan Kidwell Solicitors
113 - 117 Farringdon Road
London
EC1R 3BX

LLGS mission statement

“London Lesbian and Gay Switchboard aims to provide 24 hour access to high quality information, support and referral for the empowerment of all lesbians and gay men, and anyone who needs to consider lesbian or gay issues.”

LLGS Co-Chairs' Report for the Year to 31 March 2007

Pride and confidence are key words underlining everything we do at London Lesbian and Gay Switchboard (LLGS) and these two things have been strong themes of our year.

We have immense pride in our achievements of 33 years of serving our callers and more recently those who access our information via the internet. Our pride is heightened by the fact that we have achieved our respected position with volunteers leading and managing the organisation. Times change and with the increasing professionalisation of the charitable sector we have recruited valuable staff members to support our work. 2006/07 however saw LLGS take the decision to appoint its first Chief Executive. As a result, Tim Gutteridge will join us to take up this role in August 2007.

Volunteers' lives have become increasingly busy and the need to adapt and react to circumstances quickly has increased. A Chief Executive will allow LLGS to meet this challenge as well as harnessing our amazing reputation and the large amounts of goodwill that exists towards us. The Chief Executive position will work with the existing committed volunteers to better plan and develop our strategy and access fundraising sources.

Funding is just one of the major challenges facing the modern charity and LLGS is no different. We have spent most of this year with an extremely uncertain future of our main funding from the NHS Primary Care Trusts in London to carry out our HIV prevention work. This has made planning ahead quite a challenge. At the time of writing our valuable work is to continue to be funded for another financial year and we expect to be able to tender for this to continue in the future.

Appointing a Chief Executive is another major milestone in the development of our organisation and one which we truly believe will enable us to deliver an even more valuable service in the future. However, our commitment to volunteer involvement in the running of the charity continues and will remain a strong feature of our governance structure.

Pride was obviously a major feature of LLGS's participation in London's hosting of Europride 2006. With the visibility of the parade route right through London's primary shopping streets on a Saturday afternoon, our float offered an amazing opportunity to fulfil our aims of fostering positive attitudes within and towards lesbian, gay and bisexual people. It also allows us to publicise our services and foster team spirit and pride within our volunteer force. Our float could not have been produced to such a high standard without the help and support of our local MP, Emily Thornberry, Awards for All and Mitsubishi Motors.

Reaching those people who would benefit from using our services remains a challenge for us. Whilst the social and political climate has improved for lesbians, gay men and bisexuals, people will always face the reality that their sexual attractions are different to the majority. This can be made worse with religious or cultural negativity towards those who are sexually attracted to members of the same sex. Those facing these pressures need information and support as much now as their predecessors on the journey to acceptance did 33 years ago and we aim to better let them know we are there to provide this over the next few years.

LLGS Co-Chairs' Report for the Year to 31 March 2007 (continued)

The ability for us to provide assistance and a listening ear to those who were in need of our services has been severely compromised by hoax text messages in which hundreds of people receive messages appearing to be from a friend or family member asking them to ring our helpline number. This has often flooded our line with callers who did not intend to speak with us and hurt the chances of genuine callers reaching a volunteer. All our volunteers deserve thanks for handling this situation with their usual skill.

We answered 26,863 phone calls during the year and our 160 volunteers gave up their time to speak with those who need us. We have all played a part in providing approximately 8,570 hours of volunteering on the telephone and some 6,000 hours on support work. At the UK average wage of £12.50 per hour our volunteering has added a value of £182,125. Service users continue to tell us that our service is a vital lifeline with 77% of them stating that they could not have found the information or support we offered from anywhere else. An amazing 95% of our callers stated that they were more confident about their situation after speaking with one of our volunteers. This could be a parent dealing with a child who has told them they are gay or a lesbian wanting to escape a violent relationship. Whatever the scenario our non-directive helpline aims to instil pride and confidence in our callers. Long may it continue to do so.

Signed by the Co-chairs

STEVEN TAYLOR

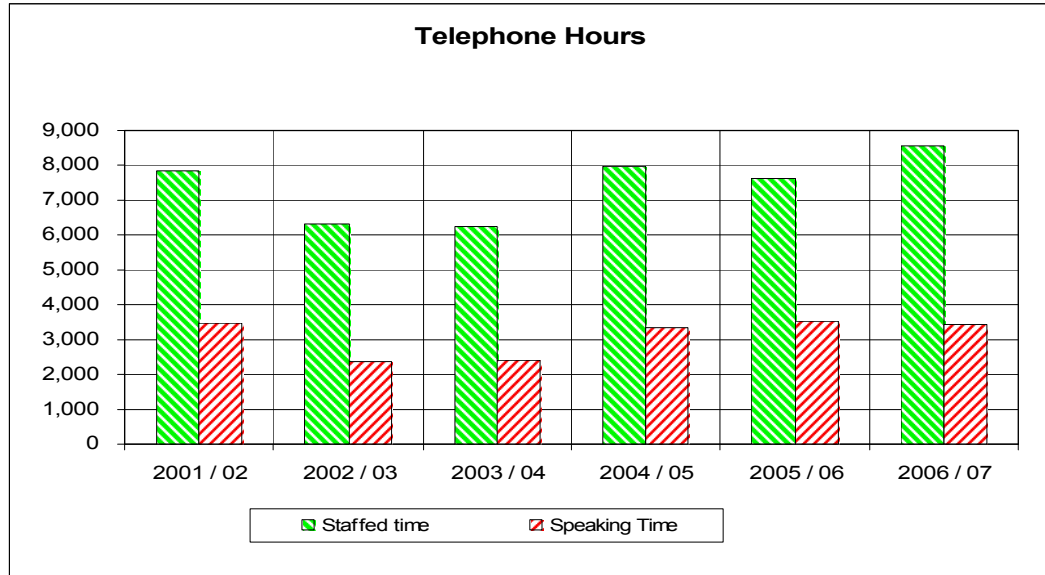
S BROWNE

Date of approval: **7 August 2007**

Performance figures Year to 31 March 2007

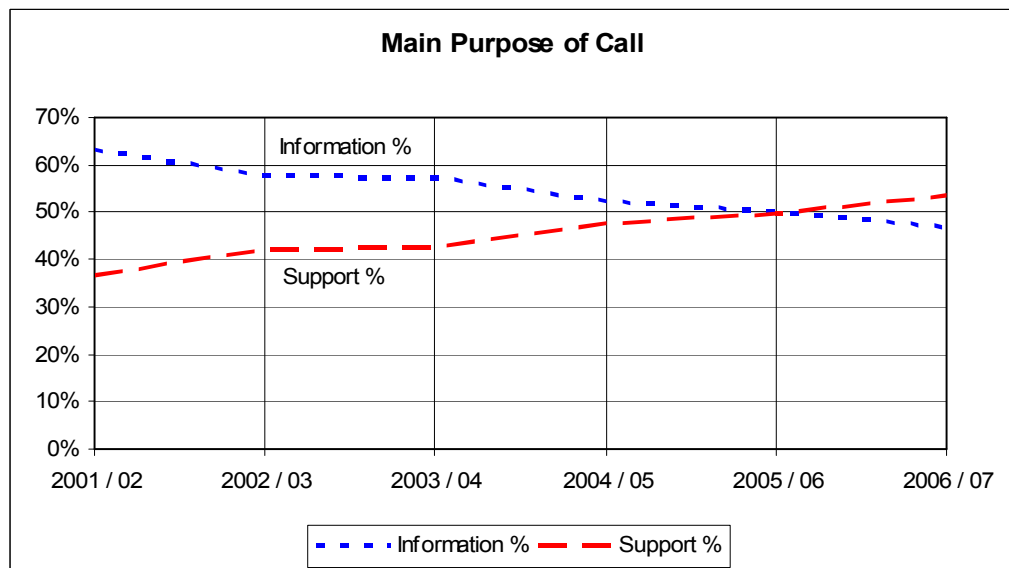
About our calls

During the year April 2006 to March 2007 Switchboard Volunteers have talked to our Callers for 3,440 hours – within 2% of last year’s record of 3,514 hours.



Volunteers spent a record 8,570 hours “logged-on” to the ‘phones, waiting for calls, during calls and recovering after calls. This is 12.2% greater than the corresponding time in 2005/06 which was 7,638 hours.

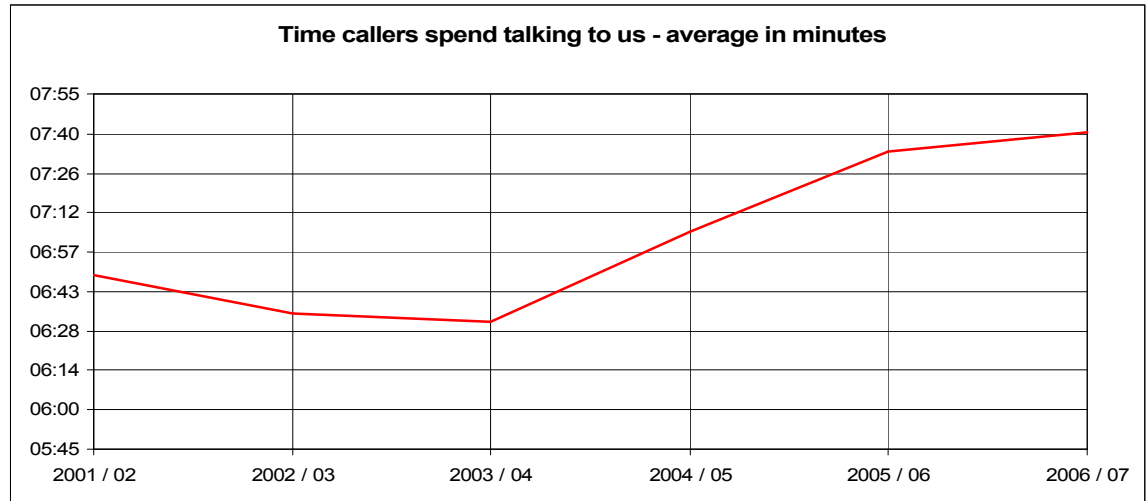
The nature of the calls we receive is changing over the years, as our Callers are becoming more able to answer simple requirements for information they need without calling us by using the internet. Callers now rely increasingly on our Volunteers for the support which can only come from a well trained human operator. The change from Information to Support calls is shown in this graph which shows that Support Calls became the majority in 2005/06 and the trend is continued in 2006/07 :-



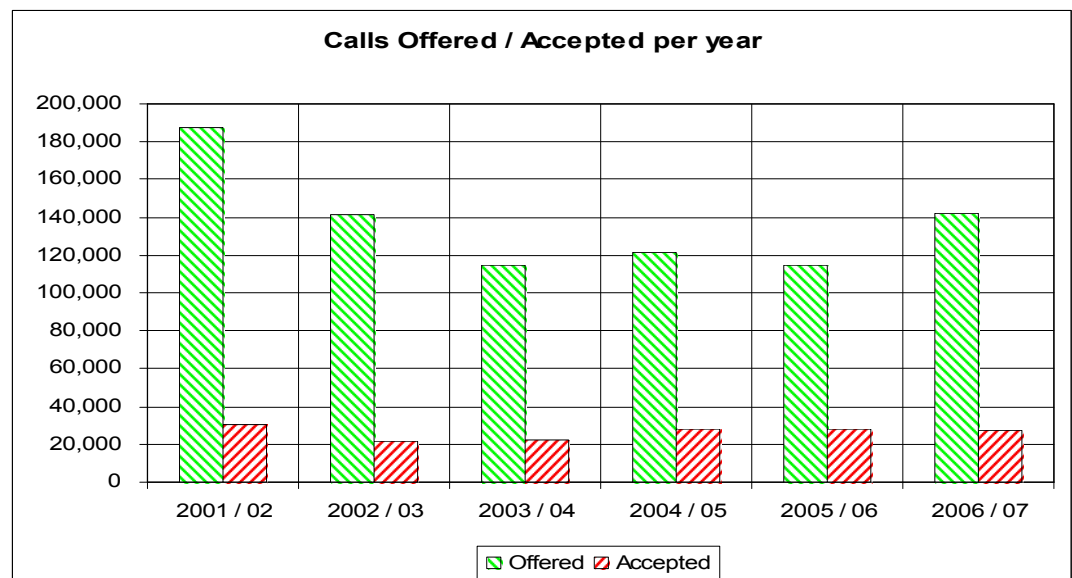
Performance figures Year to 31 March 2007

About our calls (continued)

Support Calls typically take longer than Information Calls because of the emotional involvement and this is shown by the increase in average call length over the years to a record 7 minutes 40 seconds (2005/06 – 7 minutes 34 seconds) :-



The total Speaking Time (first graph, above) is the product of the average length of the calls and the number of calls taken. As more calls of longer duration are taken, these have tended to prevent some other calls from reaching us, resulting in a slight drop in the total number of calls taken (2006/07 - 26,863 vs. 2005/06 - 27,867 - down 3.6%) as the following graph shows :-

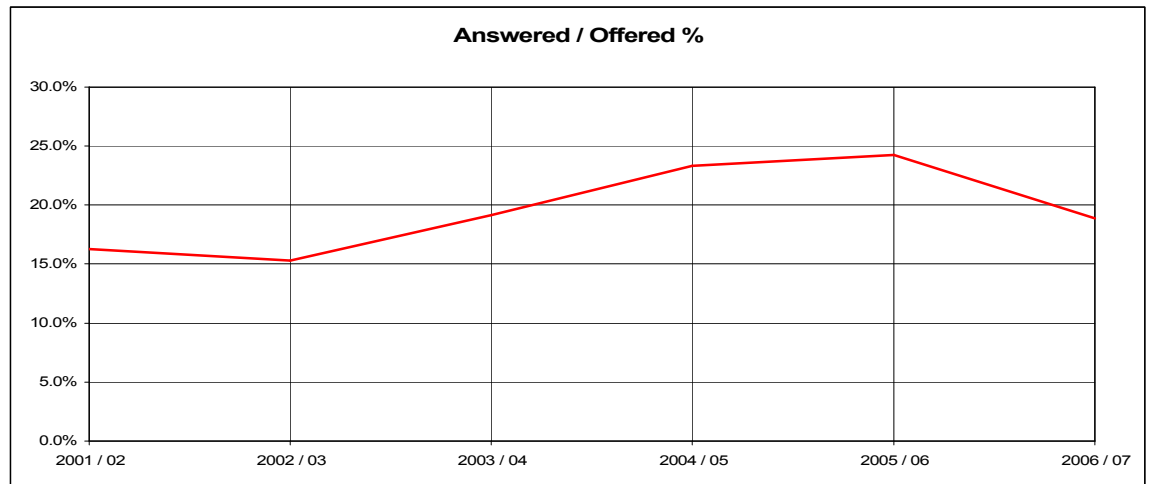


The above graph also shows that the number of calls offered in 2006/07 experienced an increase. This was principally due to calls made by people who had received a “hoax” text message on their mobile ‘phones, asking them to call Switchboard’s helpline number. These callers had no need to call us. During busy call times, they tended to form a queue in our automatic switchboard, increasing the waiting times to reach a live operator, and sometimes crowded out “genuine” callers. We controlled the situation by greeting all

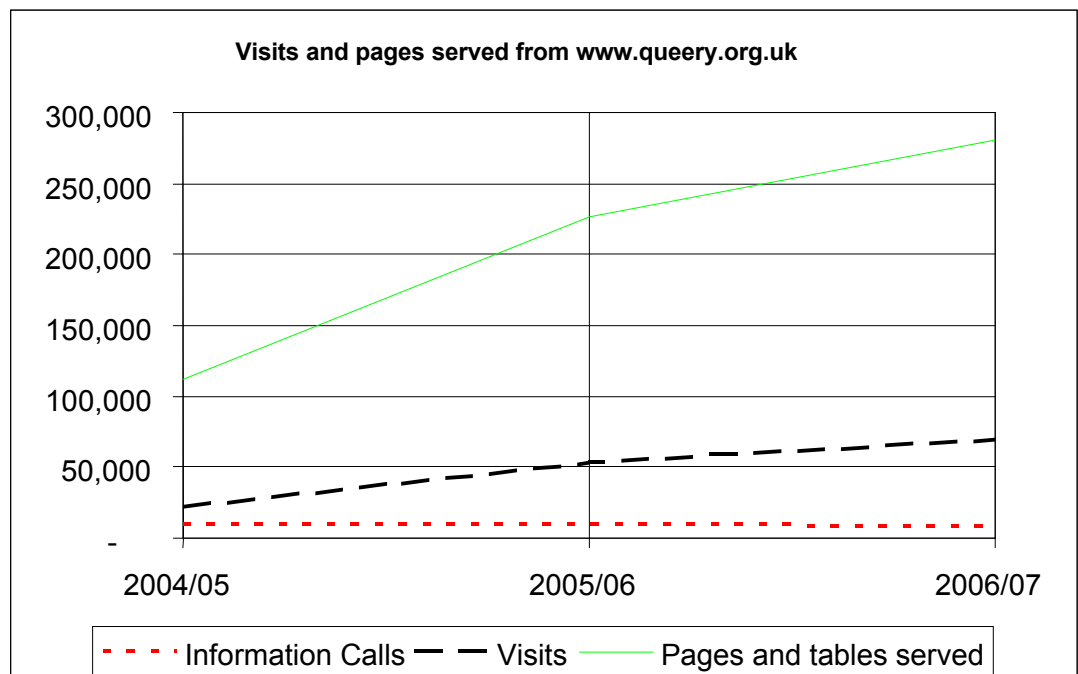
Performance figures Year to 31 March 2007

About our calls (continued)

callers to our helpline with a recorded message saying who we are, before giving them the option to speak to one of our Volunteers. These “hoax” calls have had an adverse affect on our “answered to offered” ratio, which is normally one of our Key Performance Indicators which we report on each year, as shown in the following graph (2006/07 – 18.9% - 2005/06 – 24.2%) :-



As described earlier above, the information which we provide is increasingly available from other sources. Significant amongst these is our own website www.queery.org.uk which shows almost the same information as is used by our Volunteers speaking to Callers. This website has been developed as part of our Turing project (described on page 25) and now Switchboard provides more information through the Queery website than over the telephone, as the following graph shows :-



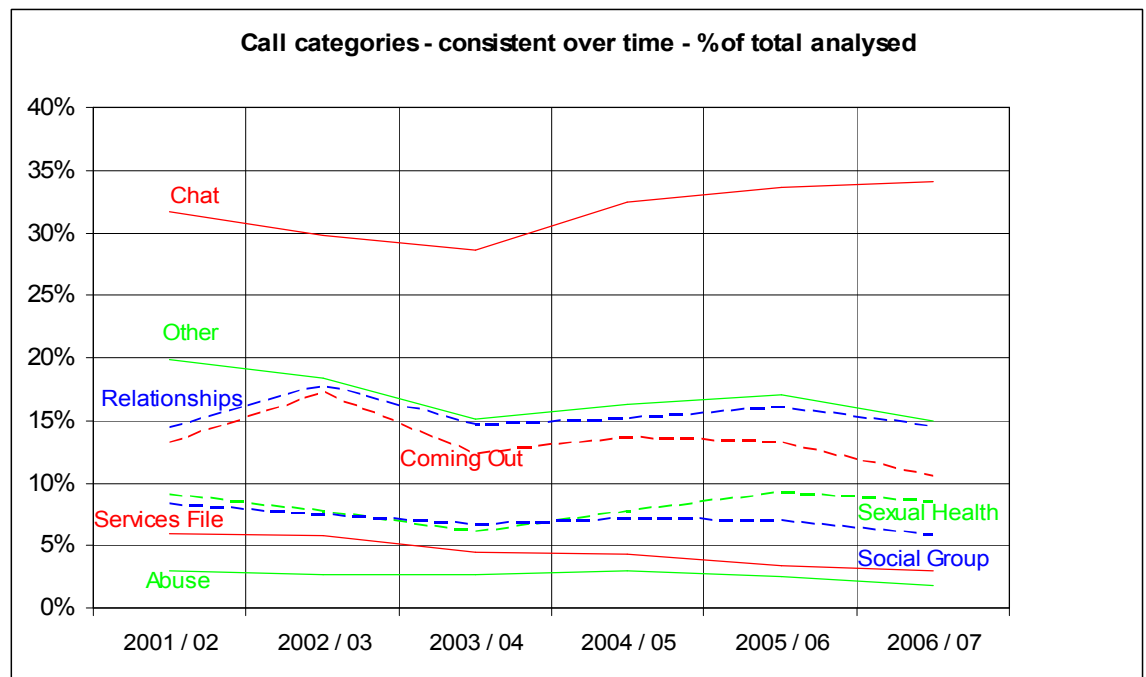
Performance figures Year to 31 March 2007

About our calls (continued)

For comparison, the quantity of Information calls handled by telephone are plotted on the same chart. It can be seen that visits to the www.queery.org.uk greatly exceed Information calls.

Types of call

During the course of a typical conversation, callers to Switchboard are likely to raise more than one topic with us. Although the callers themselves remain completely anonymous, each of the several topics raised is logged by our Volunteer after the call. The mix of calls over the years is shown in the graphs below, where the effect of changing overall numbers is eliminated by using percentages. It is notable that the proportion of some types of call (shown in the chart below) remain un-changing over the years, whilst some others alter significantly with time, as shown in the graph of percentage against time :-

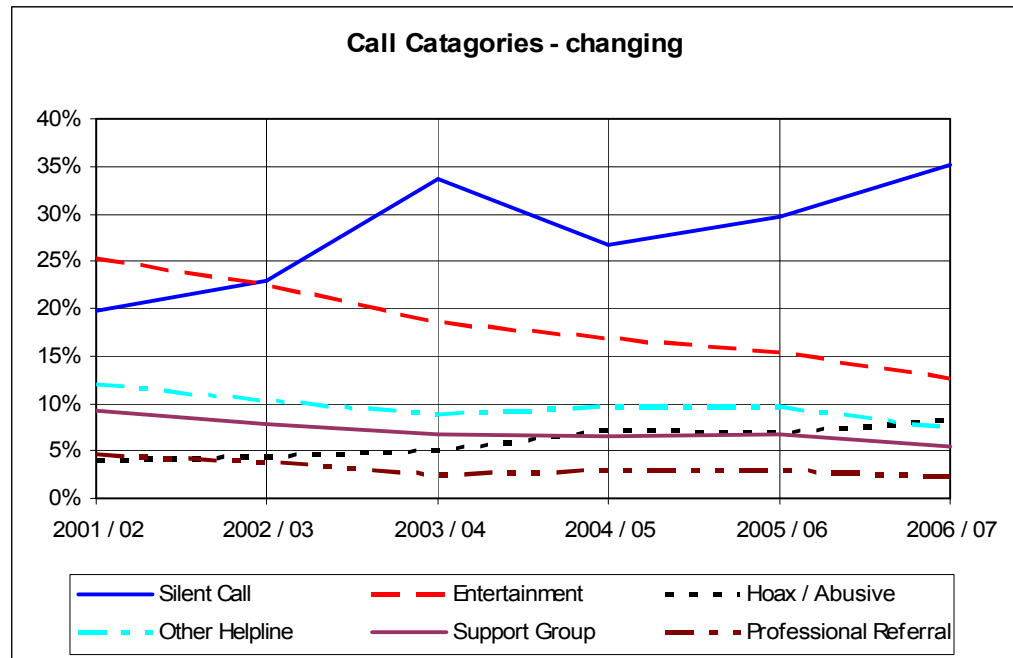


“Other” consists of Mental Health, Legal File, Other Health, Housing, Internal/Recruitment calls, Drugs/Alcohol, Pride/Mardi Gras, Political Campaign Groups, Under 18, Married, Transvestite, and Transsexual call classes; none of these call types exceeds 3% of the total calls. As explained above, these percentages do not add up to 100% as calls cover more than one topic

Calls which have changed in the mix over time are shown in the following graph :-

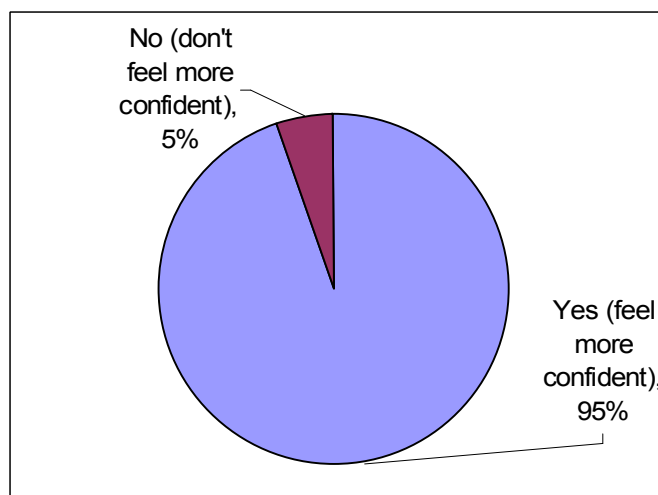
Performance figures Year to 31 March 2007

Types of call (continued)



This shows clearly the rising trend of Silent calls over the years. We always encourage these callers to speak if they appear to be on the line, and frequently we are rewarded with a conversation with someone who tells us they have been unable to bring themselves to speak in earlier calls. Once speaking, these callers usually gain confidence and can be helped to feel better about themselves. Entertainment calls are an example of the Information calls whose decline has been referred to above.

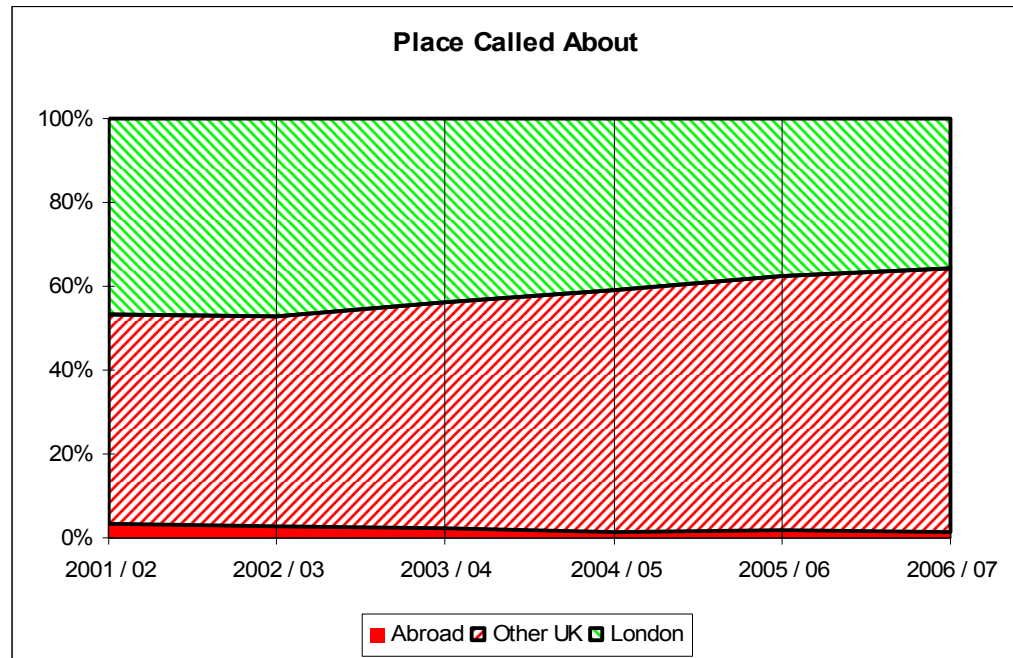
In a recent survey of our callers, we asked them “Do you feel more confident now, as a result of our conversation?” Their response is shown in the following chart :-



Performance figures Year to 31 March 2007

Types of call (continued)

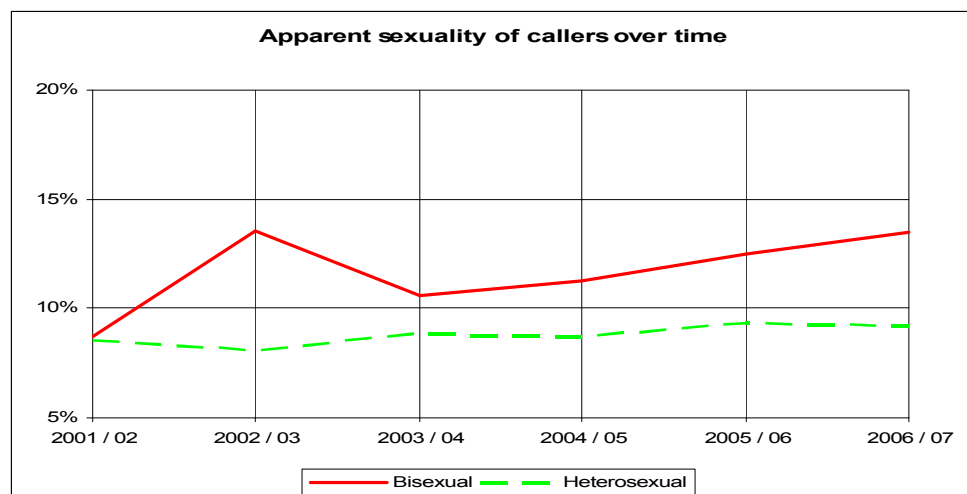
Another significant change over time is the place called about – thus :-



Our helpline number is chosen by the compilers of telephone directories to be listed in the “Useful Number” sections of directories for all areas of the United Kingdom. As we cannot afford to advertise our number more widely in the London area, this results in an increasing proportion of our calls coming from outside London. Many regional Switchboards give our helpline number on a recorded message when they are closed.

About those who call us

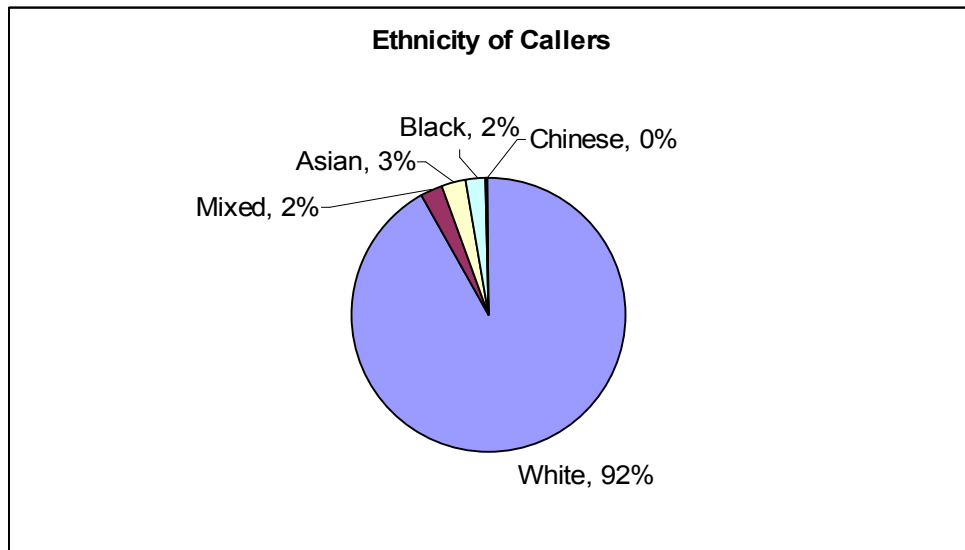
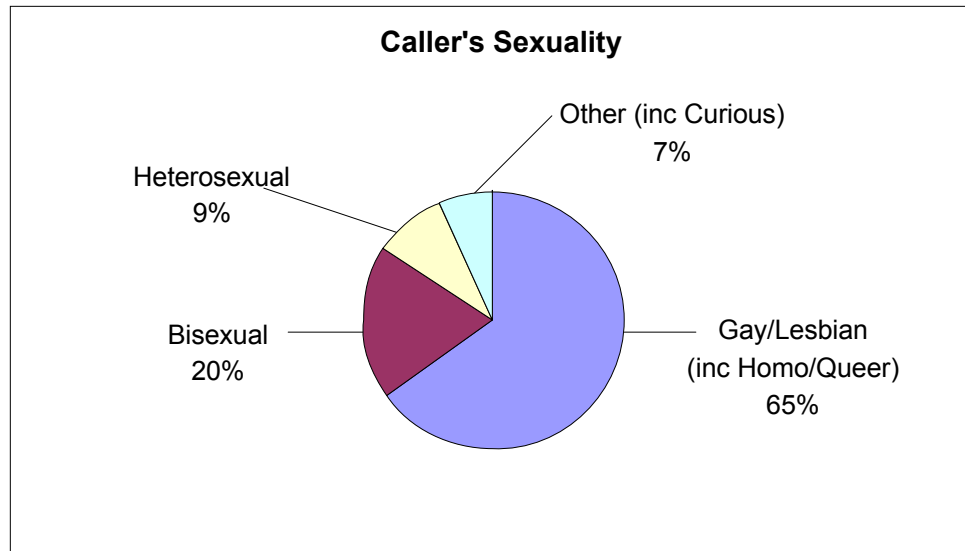
Another significant change over time is the proportion of calls from people who identify themselves to our volunteers as bisexual, where the proportion has increased by a half over the six year period. At the same time, we are receiving an increasing number of calls from heterosexuals, thus :-



Performance figures Year to 31 March 2007

About those who call us (continued)

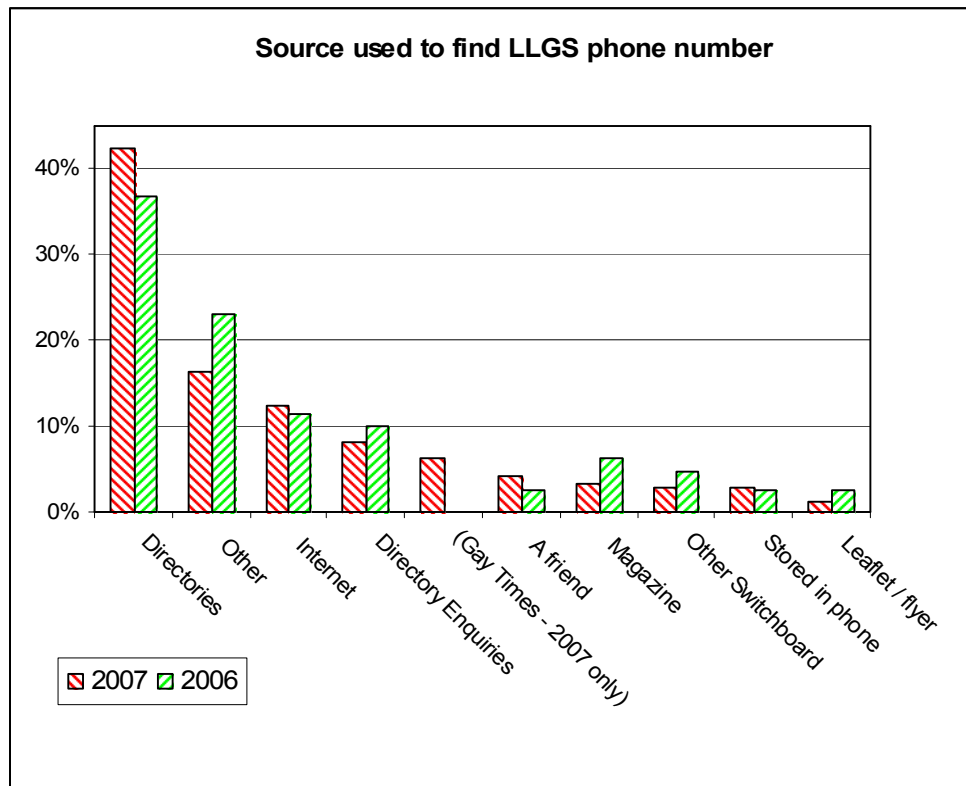
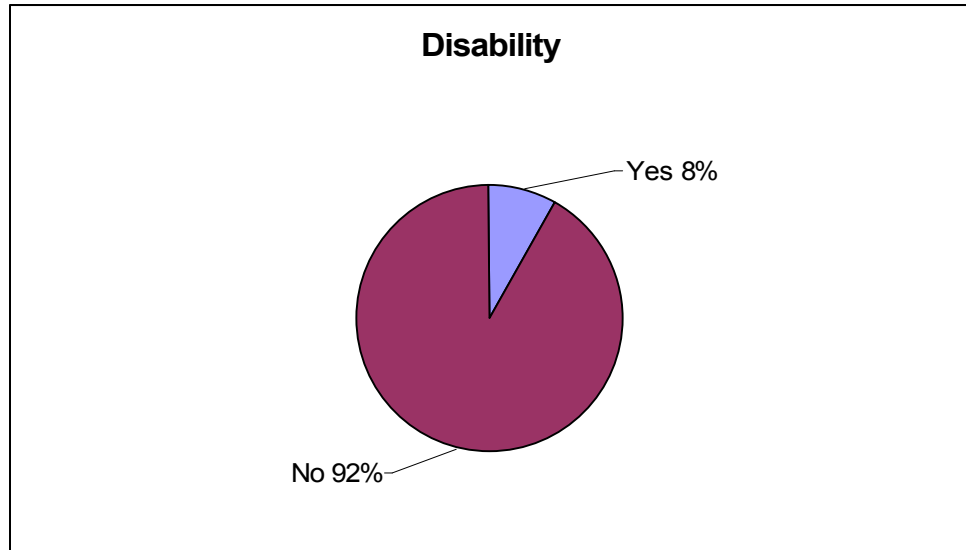
A more detailed survey of all callers taken over a period of about four weeks this year gave the following results :-



Performance figures Year to 31 March 2007

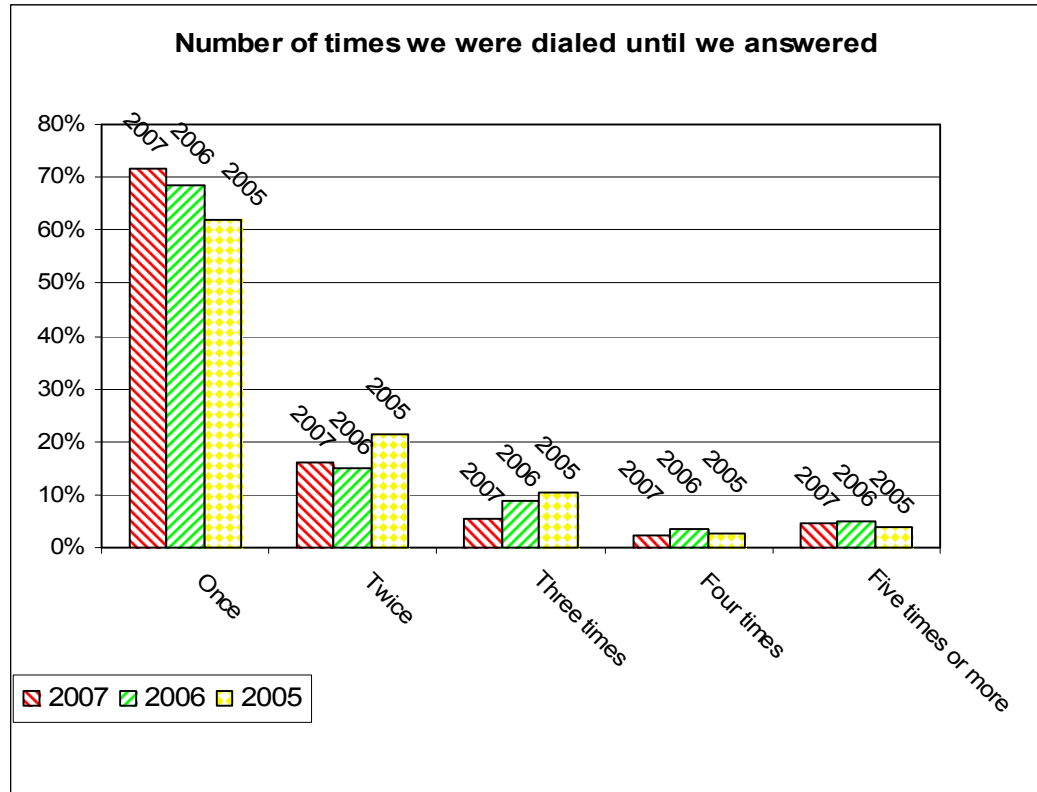
About those who call us (continued)

We asked our callers in the survey whether they would describe themselves as disabled, with the following result:-



Performance figures Year to 31 March 2007

About those who call us (continued)



Performance figures Year to 31 March 2007

Getting the Prevention Message over

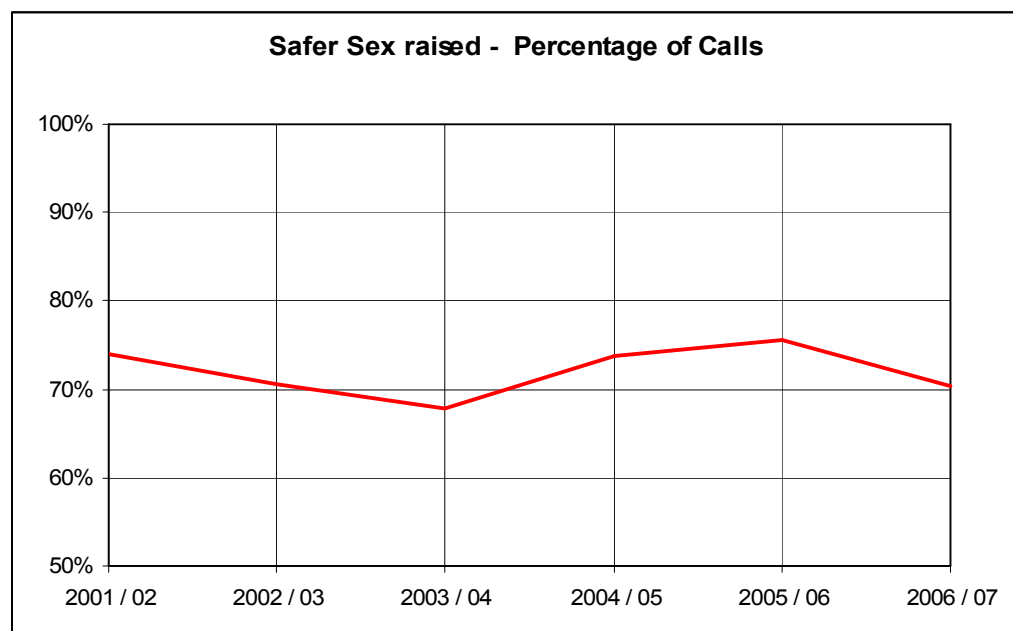
Prevention of HIV permeates every area of Switchboard's work, from initial selection processes for volunteers through to proactive raising of the subject with a wide variety of callers.

Apart from continual provision of information on subjects such as testing, medical services and bereavement, callers are continually challenged about their knowledge of safer sex. Experience has shown that even those callers who profess to know everything about the subject are often ignorant of the real, up to date facts.

Volunteers operating phone lines continue to raise the subject of safer sex and HIV prevention with callers even when the call is about another matter. We have been, and will continue to be, relentless in our battle to prevent the spread of HIV among lesbians and gay men. Switchboard is often seen as the only safe referral point for a wide range of people needing both confidentiality and a non-judgmental understanding of their sexuality or sexual habits.

In line with our policy of raising safer sex with callers at every opportunity, issues of safer sex, sexual health or health were raised in 70% (2005/06 - 74%) of all calls, excluding hoax or abusive calls, calls where the caller hung up, and internal recruitment calls. Calls where safer sex was not raised includes a number of calls in which raising sexual health issues would not be appropriate, for instance in calls related to bereavement or violence, where the caller may be very distressed.

We did not at first count the number of calls driven by the "hoax" text message in 2006/07 and, as a result, these have tended to deflate the percentage for this year.



Directors report Year to 31 March 2007

The directors present their report together with the financial statements of London Lesbian and Gay Switchboard for the year ended 31 March 2007.

This report has been prepared in accordance with Part IV of the Charities Act 1993 and constitutes a directors' report for the purpose of company legislation.

The legal and administrative information set out on pages 1 and 2 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities – issued by the Charity Commission in March 2005.

Introduction

London Lesbian and Gay Switchboard (LLGS or Switchboard) is a registered charity, Charity Registration No. 296193, and a company limited by guarantee, Company Registration No. 2098685 (England and Wales).

In the event of the charitable company being wound up, members are required to contribute an amount not exceeding £1.

Overall objective

The principal object for which the charity is established is '*To relieve homosexual persons suffering from mental or emotional disability or despair and to promote their well-being by counsel and/or help*'. In furtherance of this main object the constitution includes ancillary powers e.g. to publish pamphlets and educational material.

Governance, Structure and Management

◆ Directors

The directors constitute the trustees of the charity for the purpose of charity legislation. Directors who served during the year are:

Director	Appointed / resigned
Amanda Bragg	Resigned 6 February 2007
Marc Bates	Appointed 22 October 2006
Christopher Henderson	Appointed 22 October 2006
Amit Kataria	Appointed 22 October 2006
Philip Nicol	Appointed 22 October 2006
Sharon Browne	
Richard Desmond	
Steven Taylor	
Steven Wilkinson	
Martin Williams	

None of the directors received any remuneration for their services during the year (2006 - £nil). None of the directors was reimbursed for travel expenses incurred in the performance of their duties (2006 - £77).

Governance, Structure and Management (continued)

◆ **Directors' responsibilities**

Company law requires the directors to prepare financial statements for each financial year, which give a true and fair view of the charity's financial activities during the year and of its position at the end of the year. In preparing the attached financial statements the directors consider the charity has:

- ◆ used suitable accounting policies and 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 a going concern bases

The directors have the responsibility for maintaining 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 also have responsibility for safeguarding the assets of the charity and for taking reasonable steps to prevent and detect fraud and other irregularities. Directors comply with a policy of disclosing any conflicts of interest.

Each of the directors confirms that:

- ◆ so far as the director is aware, there is no relevant audit information of which the company's auditors are unaware; and
- ◆ the director has taken all steps that he/she ought to have taken as a director in order to make himself/herself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

This confirmation is given and should be interpreted in accordance with the provisions of s234ZA of the Companies Act 1985.

◆ **Organisation and structure**

The directors meet monthly, acting as Trustees of the charity, and are ultimately responsible for London Lesbian and Gay Switchboard.

Switchboard remains reliant on the work of its volunteers, who provide all of the services of answering the telephone calls from people seeking our support. The setting of policy and election of trustees of the organisation is entirely in the hands of its volunteers. The activities of Human Resources and Training, Information Provision, and Public Relations & Fundraising are carried out by three separate groups of volunteers. The supervision of staff and the maintenance and provision of premises and facilities and IT are dealt with by a Management Team of directors. Volunteers are selected for their knowledge, empathy and experience of life in the lesbian and gay community.

Governance, Structure and Management (continued)

◆ **Organisation and structure** (continued)

Volunteers are presently supported by three members of staff; one for administration and facilities management, one for the provision of information and the support of the Queery.org.uk website. Our Volunteer Coordinator, Jon Atkin, left us in May 2007 and was replaced in July 2007 by Robert Wisniewski.; Tim Gutteridge will join us as Chief Executive in August 2007.

◆ **Structure and management reporting**

Each of the three working groups described above and the Management Team produces minutes of their monthly meetings which are made available to all volunteers and reviewed by the directors in advance of their regular monthly meetings. Minutes of directors meetings are made available to all volunteers. The Facilities and Administration worker produces a monthly report that is the working document for the Management Team. The Management Team also considers the monthly progress report produced by the Information worker, whose major task at present is the further development of the Turing project. The monthly report from the Volunteer Coordinator is considered by the directors at their monthly meetings. This report includes information on recruitment, volunteer numbers, telephone staffing levels and human resources matters.

The Treasurer provides detailed management financial statements on a cash basis to directors each quarter and in addition reports on significant matters each month. The Treasurer also reports to each working group quarterly on expenditure against the budget allocated to their group. Switchboard has written Financial Procedures which give protection against the fraud and mis-statement of the financial statements.

The Volunteer Coordinator produces a weekly Newsletter which is distributed to all volunteers by e-mail. This includes daily information for the past week on the number of calls offered and answered, and highlights telephone shifts that require more staff for the coming week. The Newsletter also includes items of general interest such as the names of people who have completed training in the past week and events upcoming in the next week.

◆ **Risk management**

The directors are required regularly to assess those risks that they envisage might affect the ability of the charity to function and to continue to carry out its objectives. The most important risks identified are examined below, together with an assessment of their severity.

Governance, Structure and Management (continued)

◆ **Risk management** (continued)

Loss of, or Short-fall in, Funding: Charities that are dependent on statutory, grant-awarding bodies for the provision of the greater part of their funding are at considerable financial risk. LLGS has been informed that its main grants will continue until March 2008. New grant applications will continue to be made. In addition, recent bequests should provide at least one to two years' further revenue. The location of new sources of Community Funding is currently the responsibility of a formally constituted body within LLGS, Public Relations & Fund Raising Group. Securing funds from statutory bodies and other donors is the responsibility of the directors to be led by the Chief Executive from August 2007.

Risk of Misleading Information being Provided to Callers: It is believed that the thorough training of all new volunteers and the programme of updating and refreshing the skills of existing volunteers, combined with the maintenance and continued up-dating of Switchboard's databases will minimise this risk. However, volunteer error can never be completely ruled out.

Loss of Key Staff Members & Directors: Currently three paid members of staff are employed on a contractual basis, and from 6 August 2007 a fourth staff member will join the organisation in the role of Chief Executive. The resignation of any staff member would create a serious but, it is anticipated, temporary disruption to our services. There is a risk that the Chief Executive may fail, either through incompatibility with the organisation or simply because the job is too difficult. All of the directors are Trustees. They hold their posts for terms of two years by virtue of their election by all the members of the organisation. Half of the directors resign from office at alternate Annual General Meetings and half of the directors stand for re-election each year to ensure continuity of management.

Building: LLGS is one of a small number of charities which owns the building it occupies. This gives a high level of security regarding the requirement for our phone room to be adequately housed, subject to funding being available to maintain and service the building. A formally constituted Management Team, drawn from the directors, is responsible for the upkeep and security of the building. A sudden loss of finance could pose a risk to the retention of the freehold of the building.

Recruitment & Retention of Volunteers: The recruitment and retention of volunteers is a problem affecting many charities staffed by volunteers. In the case of LLGS, however, a formally constituted group within LLGS, Human Resources & Training Group, exists to address this issue. The number of active volunteers fluctuates but has grown steadily over the last year.

Reduction in Use of LLGS Services: A sudden reduction in the use of LLGS' services, due to callers' increasing use of alternate information providers, might have a "knock-on" effect on the organisation's ability to raise funds.

Governance, Structure and Management (continued)

◆ **Risk management** (continued)

Loss of, Failure or Corruption of Information Database: Information Group, which is a formally constituted working group within LLGS, is responsible for compiling and maintaining our information databases. The Management Team has the responsibility for making secure all of the Charity's information, including the information databases, for which there is an established back-up process with versions stored off site.

Loss or Damage to Premises and Other Assets: The building is occupied during the working day by paid members of staff and by volunteers. The building is occupied during other working hours by volunteers, and a front door security and a fire detection system are in place. A security review has been carried out and the findings acted on by the end of the year, with the result that assets are believed to be well protected.

Legal Action by Third Parties: The possibility exists of a legal claim by a service user that erroneous or inadequate information had been provided. This risk is assessed as being relatively low.

Failure by LLGS to Satisfy the Charity Commission's interpretation of its Charitable Objectives: The recent, more active involvement of the Charity Commission in the activities of many charities has been noted. It is the view of the directors that LLGS continues to discharge its charitable objectives satisfactorily.

Activities, objectives and relevant policies

◆ **Activities and overall objectives**

Today the charity continues with its original aim of providing a positive and confidential source of support and information to lesbians and gay men in an environment which either ignores or discriminates against us. London Lesbian and Gay Switchboard provides one of the principal sources of telephone support to lesbians and gay men across the UK. Since its founding in 1974, the charity has provided a unique combination of services to callers such as raising awareness of and providing information about safer sex, offering information about organisations, services, accommodation and entertainments.

◆ **Our volunteers**

London Lesbian and Gay Switchboard is now thirty three years old. Dedicated to providing a comprehensive service to our community we are lucky enough to have a committed team of over 150 volunteers who staff the phones all year round.

◆ **Investment powers**

Under the memorandum and articles of association the charity has the power to make any investment the directors believe appropriate.

Achievements, performance and future plans

◆ Funding

London Lesbian and Gay Switchboard would not be able to operate if it was not for the generous grants, awards and donations provided by our funders.

Whilst many organisations have suffered as a result of cuts in HIV-related funding, LLGS at present benefits from the funding for prevention work. We make considerable efforts to inform our 27,000 callers about sexual health issues and in doing so make an important contribution to protecting the health of our community.

However we are not complacent and constantly strive to improve our service for our callers. With our advanced telephone system we are able to increase the number of people that hear our safer sex message through voicemail messaging and notice boards.

We are particularly grateful to the following for their support in 2006/07 :-

Awards for All

Friends (formerly Friends of London Lesbian and Gay Switchboard - FROGS)

Kobler Trust

London Gay Men's HIV Prevention Partnership, funded by the Primary Care Trusts of the NHS in the London area

Mitsubishi Motors

And all the individuals who have sent us donations and contributed to our collections

◆ Public Relations and Fundraising

Report for 2006/07 of PR and Fundraising Group

LLGS press officers maintained active contact with various publications and other media, to publicise our service and the events in which we were participating, they also responded to a large number of requests for information, including delivering a presentation to Brook Advisory, a telephone helpline for younger people.

We placed adverts in several publications in the run-up to EuroPride in July 2006, and adverts promoting safer sex information were placed in Gay Times early 2007. We also sponsored the advice pages on Puffta, a website aimed at younger gay men, from Dec 2006 onwards.

LLGS had stalls at EuroPride and Soho Pride (both July 2006) focused attracting volunteers, LLGS also had a stall at several volunteer recruitment fairs – the Forum 3 event in Islington October 2006, and One Life March 2007.

Community fundraising focused on a number of very successful events – six bucket rattles around the Soho area and two cabaret-style events in gay clubs. In addition, LLGS was the official charity partner for the London Gay Symphony Orchestra at their summer concert in June 2006 and a team from LLGS participated in the Crusaid Walk for Life.

Achievements, performance and future plans (continued)

◆ **Public Relations and Fundraising** (continued)

PR and Fundraising Group 2007/08 plans

PReFr have set ambitious goals for the coming year – these include a structured, if limited, approach to our advertising, promotion and fundraising.

Service promotion

We want to focus our service promotion this year to young people across London, who may or may not yet be ‘out’ explaining that our service can be used for support when coming out and also for information about safer sex and sexual health.

To reach this group we intend to pursue two specific courses of action – one will be to utilise the internet via social network sites such as Myspace, Facebook and Faceparty etc. These sites have user-generated content and their prevailing focus and development is user determined rather than publisher generated, the main benefit to us – apart from their popularity – is that inclusion is cost-free.

In addition, we will continue our successful advertising on Puffta, a web site targeted at young gay men. Our 6 month advertising on this site – through sponsorship of their problem page – has seen a marked increase in the number of calls we receive from under 18’s seeking information and support.

Our second approach is to target young people at school, college, and youth groups by disseminating a small series of postcards which will challenge stereotypes and promote inclusion through a message that says ‘you are not alone’.

Volunteers

Increasing the number of volunteers supporting LLGS is an important consideration, and one of the ways we will seek to do this is by working with publications such as Positive Nation to actively attract HIV positive people. This approach could a) improve the diversity of volunteers at Switchboard, and b) potentially attract volunteers who are more able to commit to day shifts.

Friends

We will produce new collateral to encourage people to become regular givers – this is likely to take the form of a leaflet which will promote a number of simple ways to support LLGS, including donating by direct debit, one off donations by credit card or cheque and legacy giving. We are not planning any specific press advertising aimed at acquiring new Friends as the cost is prohibitive. However, service promotion adverts could also carry a regular giving message.

Achievements, performance and future plans (continued)

◆ **Public Relations and Fundraising** (continued)

PR and Fundraising Group 2007/08 plans (continued)

Events

We have an exciting schedule of events sketched in for the year, aimed at raising funds, promoting the service and attracting new volunteers. These events will be confirmed as we move through the year but include fundraisers at several well known bars and clubs around London, and bucket rattles in the key 'gay villages'.

Amongst the most significant of our events during 2007/08 will be the following:

◇ *Crusaid Walk for Life*

This annual charity walk for Crusaid has a 'pay-back' scheme where they will return 75 per cent of funds raised by our volunteers to LLGS.

◇ *Pride*

LLGS will participate in Pride with a float and a walking group. Last years presence in EuroPride was a great success and we envision that again the day will be a great morale booster for all volunteers that take part, as well as demonstrating LLGS as a fantastic and fun organisation to join – and of course promoting the service.

◇ *Soho Pride*

We again intend to have a stall in the community area which we will use as a base for a series of bucket rattles actually on the streets of Soho – this requires a license for which an application has been lodged.

Collection tins

We will continue to monitor collection tins in bars and shops and will promote tins being held by volunteers at home or work.

Public Relations

Our PR effort continues apace, with regular items being passed on to a recent article about volunteering in the Independent which featured LLGS.

◆ **Human resources and training**

Report for 2006/07 of Human Resources and Training Group (HRT)

During the past year ensuring that our callers receive a quality service and that our volunteers have access to appropriate training and support have been central to the work of the Human Resources and Training Group (HRT). Membership of the group is open to all volunteers who, in addition to phone shifts, are committed to delivering training and providing support to both new and existing volunteers in partnership with the Volunteer Coordinator.

Achievements, performance and future plans (continued)

◆ **Human resources and training** (continued)

Report for 2006/07 of Human Resources and Training Group (HRT) (continued)

The past year has seen a change in the way we interview potential volunteers. The large information and interview session has been replaced by a different model of interviewing that is more flexible, responsive and practical resulting in smaller groups and individuals being interviewed as and when required. We have also seen the introduction of Crucial Contact Time (CCT) which provides each volunteer with the opportunity to meet with the Volunteer Coordinator on a regular basis. Work continues on the review of our Core Assessment Training (CAT - the basic training course which must be passed by all volunteers accepted to work on our telephones) and we plan to launch the new programme by January 2008.

Throughout the year rota coverage has been good during the hours 11am to 11pm but it has become increasingly difficult for volunteers to be available during the night hours. In an effort to spread coverage it was decided to limit the number of volunteers on a shift during less busy hours and to encourage people to 'fill the gap' in busy times

Statistics during the year show that although we sent out fewer application packs (and as a result fewer were returned) we did in fact have a slight increase in the number of people who successfully applied and completed basic training. As a result, the number of volunteers increased during the year from 149 to 157 (5%) giving us 124 fully trained volunteers to operate the phones at March 2007. The number of actual interview sessions held exceeded expectation and we delivered the target number of Core Assessment Training courses during the year.

We are not able to set targets this year for the number of volunteers recruited, the number of calls answered or the number of telephone hours worked because we have been without a Volunteer Coordinator for three months to deliver these objectives, and our new Chief Executive is expected work with the directors to develop new priorities. The number of interview sessions and training courses is expected to be affected by the changes to these processes described above. These changes will only have met their objective, however, if the number volunteers qualifying to work alone on the telephones is greater than in 2006/07.

HRT has continued to arrange social events including the Pride launch, Post AGM cheese and wine party, the summer picnic and mid-winter celebration.

The coming year will be another busy one for HRT as we work in partnership with the Public Relations and Fundraising Group and Information Group. Our aims for the coming year are:

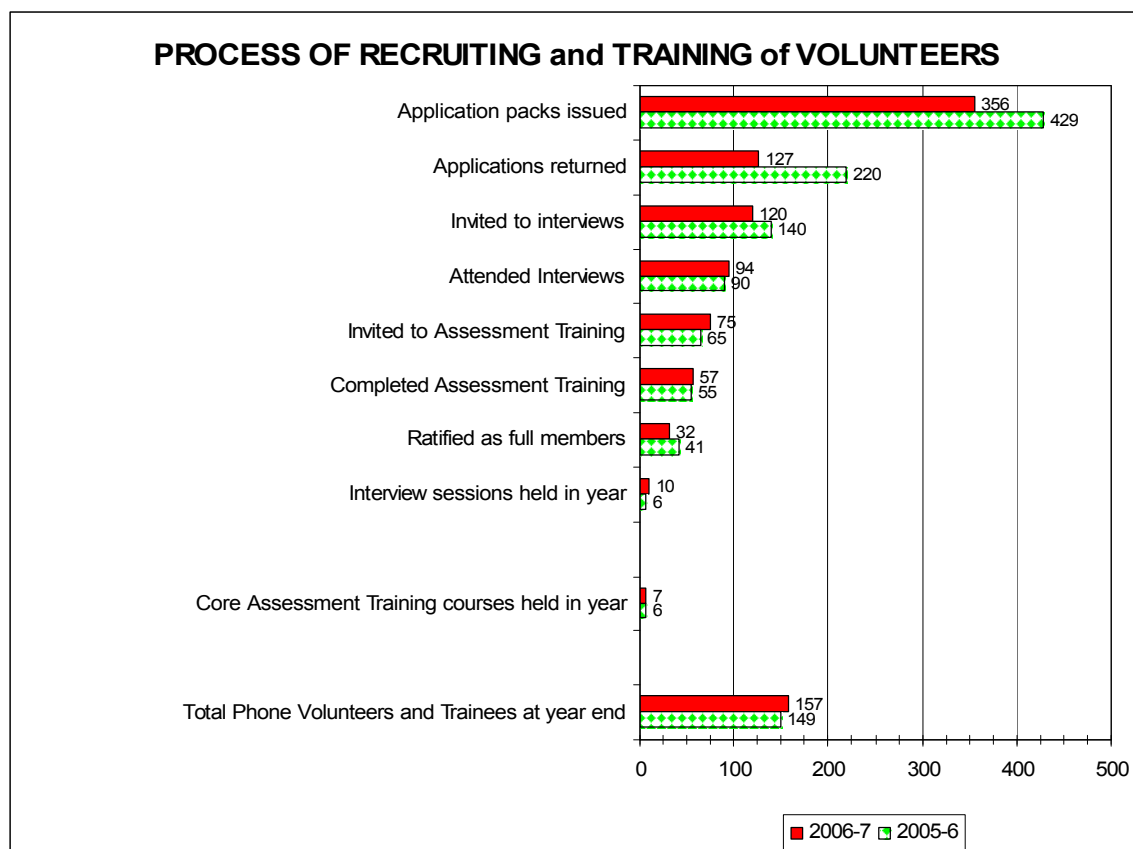
- ◆ To complete a review of our Core Training programme
- ◆ To provide appropriate training in support of the new Turing Information System.
- ◆ To complete the review of the interviewing process for new volunteers
- ◆ To review the implementation of CCT
- ◆ To review the volunteer peer support system known as SISTAs

Achievements, performance and future plans (continued)

◆ **Human resources and training** (continued)

The training process

The graph below illustrates the numbers of Volunteers entering and completing the recruitment and training process in 2005/06 and 2006/07:-



◆ **Information Group**

Report for 2006/07 of Information Group

This year the Information (Info) Group has done an excellent job in maintaining Switchboard's high standard of information provision. Our work follows two purposes: first, to keep our information relevant, accurate and up-to-date; and second, to guarantee that this information is readily accessible to our phone-room volunteers.

One of the main buzzwords one hears around Info Group is “updating” - and that's because so much of it goes on. Our comprehensive database of LGBT-related information is used both by our own volunteers on the Turing System and by the general public on the Queery.org.uk website. The standard we set ourselves is for each of our 3,000-plus records to be no older than 18 months. In 2006/07 this was far surpassed: at our best point every record was 9 months (or less) up to date, a record-breaking accomplishment for Switchboard!

Achievements, performance and future plans (continued)

◆ **Information Group** (continued)

Report for 2006/07 of Information Group (continued)

The legal referrals project reached its completion in 2006, with more than 300 expressly gay-friendly law firms now listed. The project raised enough donations to cover all its own costs. Our congratulations and thanks to Michael Moor, who led this project. The key referrals sheet – a “cheat sheet” for volunteers, maintained on a monthly basis – has proved an invaluable device in giving volunteers at-a-glance reference to essential information.

Our updating parties, friendly introductions to updating and content management at Switchboard, have enabled us to recruit new updaters, thus giving volunteers greater involvement with Switchboard's work. We are currently planning a new training pack for updaters in anticipation of the launch of the new Turing System.

The Turing System, in the second phase of its development, is due for launch at the end of July. Info Group members have taken on subsidiary projects to do with testing out the new system and training volunteers in its use; a priority for us over the coming months is to facilitate a smooth transition from the current system to the new.

Goals for the future include maintaining the standards we have set ourselves – with the database, the library and so on – and seeing the existing projects through to completion. There are new pieces of work, too. We are finalising preparations for a new volunteering role within Switchboard: the Research Support Volunteer. We will be working alongside the Human Resources and Training Group in recruitment and ongoing support for this new post for non-telephone volunteers involved in updating.

Info Group is currently taking its first steps with an exciting project to provide recorded information over the phone when there are no volunteers available to take calls. This project has great potential for diversifying the way we provide information and for establishing a minimum, guaranteed level of service. We also look forward to working with the new Chief Executive in developing strategies for the future of information within Switchboard.

In April 2007, Michael Brooks (Secretary) and Ryan Davey (Coordinator) took over from Dario Parente and Lucy Okell - we are grateful to them for the past two years in which they led a highly productive and welcoming Info Group, and we hope to carry this on during our term. Finally, a big thank you to all volunteers who have been involved in Info Group activities – whether this has been through updating, taking part in projects or coming along to Info Group meetings, your work is crucial and we hope it continues!

Financial Review

Results for the year

Total income in 2006/07 was £114,983 which compares well with 2005/06 (£198,083) which included a legacy of £97,353. Excluding the legacy, the comparable incomes are £114,983 compared to £100,730 in 2005/06, an increase of 14%. This includes a grant of £10,000 towards the cost of employing a Volunteer Co-ordinator (2006 – £10,000).

Expenditure on operations (before depreciation of £9,957 (2006 – £19,110) was £157,619 (2005 £141,325) leaving a deficit on operations of £42,636 (2006 – £40,595) which was partly funded from reserves, as follows :

Expenditure of £29,818 (2006 – £28,574) was spent on the Turing Project, funded from our Development Fund

Expenditure of £10,000 (2006 – £10,000) on the post of Volunteer Co-ordinator has been funded by a grant from the Kobler Trust. This grant is at the rate of £10,000 per year and has been paid for the three years 2006 to 2008.

This leaves a deficit on core, on-going operations of £2,818 before depreciation (2006 – £2,021).

The tangible fixed assets fund has been reduced by £8,506 (2006 – £11,279) to keep this fund equivalent to the net book value of the unrestricted fund fixed assets as described in the reserves policy below.

Reserves policy and financial position

Reserves policy

A designated fund has been created in the financial statements equal to the net book value of the charity's tangible fixed assets to emphasise that the assets are fundamental to the charity's activities and are not readily realisable; that is, they do not represent liquid resources available to the trustees to meet day to day running costs. The directors have considered the Charity Commission policy statement RS3 issued in 2003 on the subject of Charity Reserves. The directors have concluded that it is appropriate for London Lesbian and Gay Switchboard to aim to hold liquid reserves equivalent to one year's planned expenditure. This is because the majority of its income is from a single source over which there is no control and which carries a risk of being terminated or reduced at short notice, whilst much of the expenditure cannot be varied over the short term. The organisation is thus vulnerable to an unexpected reduction in income and should aim to hold reserves to protect against this risk.

Financial position

The balance sheet shows total funds of £397,256.

At the end of March 2007 there are no restricted funds as these have been spent on the purpose for which they were given, during 2006/7. Full details of the restricted funds can be found in note 17 to the financial statements together with an analysis of movements in the year.

Financial Review (continued)

Reserves policy and financial position (continued)

Financial position (continued)

Funds totalling £395,633 have been designated or set aside (as detailed in note 16 to the financial statements) by the directors for specific purposes. The purposes for which these funds have been set aside can be summarised as follows:

- ◆ **Development fund**
The development fund comprises monies set aside towards the cost of developing the charity's activities in the future and, in the meantime, to generate income to help fund the charity's current and ongoing work.
- ◆ **Office expansion fund**
The office expansion fund comprises monies to fund the expansion of the charity's offices to accommodate the increase from 3 to 4 staff, in line with current plans.
- ◆ **Turing re-launch fund**
The Turing re-launch fund has been established to ensure that funds are available to draw attention to the Turing project once the latest phase of development is completed. At present this is expected to be in January 2008. The re-launch is intended to increase awareness of the Queery.org website amongst the community we seek to serve, and amongst the public at large. The re-launch will also assist us to draw the attention of our partner switchboards to the improved systems that the Turing project will deliver to assist the management of their operation.
- ◆ **Repairs and replacement fund**
The repairs and replacement fund comprises monies set aside towards the future repair of the charity's freehold property, which has passed the 15th anniversary of its conversion for use by the charity, and for the future repair and replacement of furniture, fittings and equipment contained within the property.
- ◆ **Tangible fixed assets fund**
The tangible fixed assets fund represents the net book value of the charity's tangible fixed assets.

Movements on the designated funds are set out in note 16 to the financial statements.

General funds or free reserves of the charity at 31 March 2007 total £1,623. The directors consider that the level of free reserves fall short of the parameters set out in the charity's reserves policy above. The directors acknowledge the need to build reserves and continue to consider ways in which additional revenues can be generated.

Directors report Year to 31 March 2007

Financial Review (continued)

The charity's assets

Acquisitions and disposals of fixed assets during the year are recorded in the notes to the financial statements. The directors are of the opinion that the open market value of the freehold land and buildings is in excess of the net book value at which they are shown on the balance sheet.

The auditors

Buzzacott, will be proposed for re-appointment in accordance with Section 385 of the Companies Act 1985.

Approved by the directors and signed on their behalf by:

R DESMOND

Director

Approved on: **7 August 2007**

Report of the independent auditors to the members of London Lesbian and Gay Switchboard

We have audited the financial statements on pages 31 to 41 which have been prepared under the historical cost convention and the accounting policies set out on pages 33 and 34.

This report is made solely to the company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and independent auditors

As described on page 16 the directors (who also act as trustees of London Lesbian and Gay Switchboard for the purposes of charity law) are responsible for the preparation of the directors' report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the directors' report is not consistent with the financial statements, if the charity has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding directors' remuneration and transactions with the charitable company is not disclosed.

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

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

Basis of opinion (continued)

We planned and performed our audit so as to obtain all 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 charitable company's state of affairs as at 31 March 2007 and of its incoming resources and application of resources, including its income and expenditure, in the year then ended;
- ◆ the financial statements have been properly prepared in accordance with the Companies Act 1985; and
- ◆ the information in the directors' report is consistent with the financial statements.

BUZZACOTT

Buzzacott
Chartered Accountants and Registered Auditors
12 New Fetter Lane
London
EC4A 1AG

7 August 2007

Statement of financial activities Year to 31 March 2007

	Notes	Unrestricted funds			Total 2007 funds £	Total 2006 funds £
		General fund £	Designated funds £	Restricted funds £		
Income and expenditure						
Incoming resources						
Incoming resources from charitable activities						
. Provision of information and support via telephone helpline and website						
.. Service Level Agreements	1	60,153	—	—	60,153	65,030
.. Grants - The Kobler Trust		—	—	10,000	10,000	10,000
Incoming resources from generated funds						
. Legacies						
.. Regular donations and community fundraising	2	20,219	—	—	20,219	18,688
. Other donations						
.. Mitsubishi plc	3	8,500	—	—	8,500	—
.. Awards for All	3	—	—	5,000	5,000	—
. Interest receivable		11,111	—	—	11,111	7,012
Total incoming resources		99,983	—	15,000	114,983	198,083
Resources expended						
Cost of generating funds						
. Cost of generating fundraising income	4	—	—	—	—	600
Charitable activities						
. Provision of information and support via telephone helpline and website						
.. Human resources and training	5	54,667	—	10,000	64,667	61,064
.. Information	6	56,018	—	—	56,018	63,395
.. Public relations	7	38,241	—	5,000	43,241	31,734
Governance costs	8	3,650	—	—	3,650	3,642
Total charitable expenditure		152,576	—	15,000	167,576	160,435
Net (outgoing) incoming resources before transfers	9	(52,593)	—	—	(52,593)	37,648
Transfers between funds						
Development fund		30,000	(30,000)	—	—	—
Tangible fixed assets fund		8,506	(8,506)	—	—	—
		38,506	(38,506)	—	—	—
Net movement in funds i.e. net (expenditure) income		(14,087)	(38,506)	—	(52,593)	37,648
Balances brought forward at 1 April 2006		15,710	434,139	—	449,849	412,201
Balances carried forward at 31 March 2007		1,623	395,633	—	397,256	449,849

All recognised gains and losses are included in the above statement of financial activities.

All of the charity's activities derived from continuing operations during the above two financial years.

There is no difference between the net movement in funds stated above and its historical cost equivalent.

Balance sheet 31 March 2007

	Notes	2007 £	2007 £	2006 £	2006 £
Fixed assets					
Tangible assets	12		161,724		170,230
Current assets					
Debtors	13	6,592		6,753	
Cash at bank	14	243,479		292,615	
		<u>250,071</u>		<u>299,368</u>	
Creditors: amounts falling due within one year	15	<u>(14,539)</u>		<u>(19,749)</u>	
Net current assets			<u>235,532</u>		<u>279,619</u>
Total net assets			<u>397,256</u>		<u>449,849</u>
Represented by:					
Unrestricted income funds					
General fund			1,623		15,710
Designated funds					
. Development fund	16	207,563		237,563	
. Office expansion fund	16	15,000		15,000	
. Turing re-launch fund	16	10,000		10,000	
. Repairs and replacement fund	16	1,346		1,346	
. Tangible fixed assets fund	16	<u>161,724</u>		<u>170,230</u>	
			395,633		434,139
Restricted income funds	17		<u>—</u>		<u>—</u>
Total funds			<u>397,256</u>		<u>449,849</u>

Approved by the directors and signed on their behalf by:

M WILLIAMS

Director

Approved on: **7 August 2007**

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with applicable United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), the Statement of Recommended Practice “Accounting and Reporting by Charities” (SORP 2005) issued by the Charity Commission in March 2005, and the Companies Act 1985.

Cash flow

The financial statements do not include a cash flow statement because the charity, as a small reporting entity, is exempt from the requirement to prepare such a statement under Financial Reporting Standard 1 ‘Cash flow statements’.

Incoming resources

Incoming resources are recognised in the period in which the charity is entitled to receipt and the amount can be measured with reasonable certainty.

- ◆ Grants and service agreements
Income from grants and service agreements, including capital grants, is included in incoming resources when these are receivable, except as follows:
 - ◇ When funders specify that grants and monies given to the charity must be used in future accounting periods, the income is deferred to those periods.
 - ◇ When funders impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included in incoming resources until the pre-conditions for use have been met.

When funders specify that grants and similar monies, including capital grants, are for particular purposes, which do not amount to pre-conditions regarding entitlement, the income is included in incoming resources as restricted funds when receivable.

- ◆ Subscriptions and fundraising
Voluntary income received by way of subscriptions, fundraising and other donations is included as incoming resources when receivable.
- ◆ Legacies
Legacies are included in incoming resources when the charity is advised by the personal representatives of an estate that payment will be made or property transferred and the amount involved can be quantified.
- ◆ Interest receivable
Interest is included in incoming resources when receivable by the charity.

Resources expended and basis of apportioning costs

Expenditure is included in the statement of financial activities when incurred and includes the attributable VAT which cannot be recovered.

Resources expended comprise the following categories:

- a. The costs of generating funds include those costs associated with generating voluntary income.
- b. The costs of charitable activities comprise expenditure on the provision of information and support via a telephone helpline and website and include the costs of:
 - ◆ human resources and training;
 - ◆ information; and
 - ◆ public relations.
- c. Governance costs comprise the costs associated with governance of the charity and its assets. Included within this category are costs associated with the strategic as opposed to day to day management of the charity's assets.

The majority of costs are directly attributable to these categories and any apportionment between headings is negligible.

Tangible fixed assets

All assets costing more than £1,000 and which have with an expected useful life exceeding one year are capitalised.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

- | | |
|-------------------------------------|---------------------------|
| ◆ Freehold property | 3.33% on reducing balance |
| ◆ Furniture, fittings and equipment | 25% on reducing balance |

Fund accounting

Funds held by the charity are as follows:

- ◆ The general fund comprises those monies which may be used towards meeting the charitable objectives of the charity and which may be applied at the discretion of the directors.
- ◆ The designated funds are monies set aside out of general funds and designated for specific purposes by the directors.
- ◆ The restricted funds are monies raised for, and their use restricted to, a specific purpose, or donations subject to donor imposed conditions.

Further explanation of the nature and purpose of each of the designated and restricted funds is included in the notes to the financial statements.

1 Service Level Agreements

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Croydon Primary Care Trust	60,153	—	60,153	65,030

The Croydon Primary Care Trust administers funding to London Lesbian and Gay Switchboard on behalf of all London Primary Care Trusts via the London HIV Consortium

In accordance with subsection 37(4) of the Local Government and Housing Act 1989, revenue grants which were awarded for the general running costs of the organisation have been used fully in accordance with the terms under which they were granted.

2 Regular donations and community fundraising

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Community donations	9,838	—	9,838	9,299
Friends of LLGS	10,381	—	10,381	9,389
	20,219	—	20,219	18,688

3 Other donations

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Mitsubishi plc	8,500	—	8,500	—
Awards for All	—	5,000	5,000	—
	8,500	5,000	13,500	—

Support worth £8,500 was received from Mitsubishi plc in recognition of the exposure given to their new car through its use by Switchboard in the Gay Pride procession through London in 2006. Of this, £3,275 was received as cash for general purposes and Mitsubishi made payments on Switchboard's behalf for entry to the procession and for co-branded products displayed on the parade which avoided a cost of £5,225 to Switchboard.

A grant of £5,000 was received from Awards for All which paid for the cost of Switchboard's float, advertising and other promotional expenses for the 2006 Gay Pride procession in London.

4 Cost of generating fundraising income

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Fundraising consultancy	—	—	—	600

5 Human resources and training

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Staff costs	23,543	10,000	33,543	32,392
Volunteer support	11,823	—	11,823	8,384
Accommodation	6,252	—	6,252	6,161
Office services	5,064	—	5,064	5,048
Depreciation	3,319	—	3,319	3,758
VAT	2,552	—	2,552	1,972
Training	2,114	—	2,114	3,349
	54,667	10,000	64,667	61,064

6 Information

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Staff costs	37,809	—	37,809	36,879
Accommodation	6,252	—	6,252	6,161
Office services	5,064	—	5,064	5,048
Provision of information	1,022	—	1,022	1,620
Depreciation	3,319	—	3,319	11,589
VAT	2,552	—	2,552	2,098
	56,018	—	56,018	63,395

7 Public relations

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Staff costs	7,805	1,000	8,805	8,448
Accommodation	6,252	—	6,252	6,161
Office services	4,766	298	5,064	5,048
Depreciation	3,319	—	3,319	3,758
Media advertising	6,631	—	6,631	4,500
Public relations	6,916	3,412	10,328	1,847
VAT	2,552	290	2,842	1,972
	38,241	5,000	43,241	31,734

8 Governance costs

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Auditors' remuneration				
. Statutory audit services	3,106	—	3,106	3,100
. VAT and disbursements	544	—	544	542
	3,650	—	3,650	3,642

9 Net (outgoing) incoming resources before transfers

This is stated after charging:

	Unrestricted funds £	Restricted funds £	2007 Total funds £	2006 Total funds £
Staff costs (note 10)	70,157	10,000	80,157	77,719
Depreciation	9,957	—	9,957	19,110
Irrecoverable VAT	8,416	290	8,706	6,584
Auditors' remuneration (including VAT)				
. Statutory audit services	3,650	—	3,650	3,642

10 Staff costs and directors' remuneration

	2007 £	2006 £
Staff costs during the year were as follows:		
Wages and salaries	72,590	68,162
Social security costs	7,541	6,872
	80,131	75,034
Agency staff, recruitment and payroll administration	26	2,685
	80,157	77,719
Staff costs per function were as follows:		
Human resources and training	33,543	32,392
Information	37,809	36,879
Public relations	8,805	8,448
	80,157	77,719

10 Staff costs and directors' remuneration (continued)

The charity employed three full-time members of staff during the year (2006 – three employees). One provided administrative assistance supporting the work of the volunteers and ensuring continuity in the office. An information worker was responsible for gathering information and developing the management database and website (www.query.org). The third employee was responsible for ensuring that the helpline is adequately staffed by volunteers and for the support of those volunteers.

No employee earned more than £60,000 per annum (2006 – none).

No director received any remuneration for their services (2006 – £nil).

11 Taxation

London Lesbian and Gay Switchboard is a registered charity and therefore is not liable to income tax or corporation tax on income derived from its charitable activities, as it falls within the various exemptions available to registered charities.

12 Tangible fixed assets

	Freehold property £	Furniture, fittings and equipment £	Total £
Cost			
At 1 April 2006 and Additions during the year	228,384	164,664	393,048
Disposals	—	1,451	1,451
At 31 March 2007	—	(70,017)	(70,017)
	<u>228,384</u>	<u>96,098</u>	<u>324,482</u>
Depreciation			
At 1 April 2006	76,270	146,548	222,818
Charge for the year	5,065	4,892	9,957
Disposals	—	(70,017)	(70,017)
At 31 March 2007	<u>81,335</u>	<u>81,423</u>	<u>162,758</u>
Net book values			
At 31 March 2007	<u>147,049</u>	<u>14,675</u>	<u>161,724</u>
At 31 March 2006	<u>152,114</u>	<u>18,116</u>	<u>170,230</u>

The directors are of the opinion that the open market value of the charity's freehold property is in excess of its net book value. However, the directors do not believe that the cost of quantifying the difference is commensurate with any added benefit that would be gained by a user of these financial statements having access to such information.

13 Debtors

	2007 £	2006 £
Prepayments	6,592	6,753

14 Cash at bank

	2007 £	2006 £
The Royal Bank of Scotland plc	3,078	5,197
CAF Bank Ltd	240,401	287,418
	243,479	292,615

15 Creditors: amounts falling due within one year

	2007 £	2006 £
Grant received in advance	10,000	10,000
Expense creditors	889	4,920
Accruals	3,650	4,829
	14,539	19,749

16 Designated funds

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

	At 1 April 2006 £	Transfers £	Utilised/ released £	At 31 March 2007 £
Development fund	237,563	—	(30,000)	207,563
Office expansion fund	15,000	—	—	15,000
Turing re-launch fund	10,000	—	—	10,000
Repairs and replacement fund	1,346	—	—	1,346
Tangible fixed assets fund	170,230	1,451	(9,957)	161,724
	434,139	1,451	(39,957)	395,633

Transfers to designated funds are decided on by the directors in the light of the charity's future commitments and strategy.

16 Designated funds (continued)

◆ Development fund

The development fund comprised monies set aside towards the cost of developing the charity's activities in the future and, in the meantime, to generate income to help fund the charity's current and ongoing work.

◆ Office expansion fund

The office expansion fund comprises monies to fund the expansion of the charity's offices to accommodate the increase to 4 staff, in line with current plans.

◆ Turing re-launch fund

The Turing re-launch fund comprises monies set aside in order to fund the re-launch of the charity's Turing information system in January 2008.

◆ Repairs and replacement fund

The repairs and replacement fund comprises monies set aside towards the future repair of the charity's freehold property, which has recently passed the 15th anniversary of its conversion for use by the charity, and for the future repair and replacement of the furniture, fittings and equipment contained within the property.

◆ Tangible fixed assets fund

The tangible fixed assets fund represents the net book value of the charity's tangible fixed assets. The fund has been created in order to emphasise the fact that the assets are fundamental to the charity's activities and are not readily realisable, i.e. they do not represent liquid resources available to the directors.

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants and donations to be applied for specific purposes:

	At 1 April 2006 £	Movement in funds		At 31 March 2007 £
		Incoming resources £	Resources expended £	
Pride fund (Awards for All)	—	5,000	(5,000)	—
Volunteering Support fund (Kobler Trust)	—	10,000	(10,000)	—
	—	15,000	(15,000)	—

17 Restricted funds (continued)

Pride fund

A grant of £5,000 was received from Awards for All which paid for the cost of Switchboard's float, advertising and other promotional expenses for the 2006 Gay Pride procession in London.

Volunteering Support Fund

The charity received a grant of £10,000 in the current year from the Kobler Trust towards the cost of a volunteer coordinator.

18 Analysis of net assets between funds

	General funds £	Designated funds £	Restricted funds £	Total 2007 £
Fund balances at 31 March 2007				
are represented by:				
Tangible fixed assets	—	161,724	—	161,724
Net current assets	1,623	233,909	—	235,532
Total net assets	1,623	395,633	—	397,256

19 Members liability

In accordance with the charity's Memorandum of Association, every member of the company undertakes to contribute to the assets of the charity if it is wound up during the time that he or she is a member, or within one year. Such contributions are to be applied towards payment of the debts and liabilities of the charity contracted before the time at which he or she ceased to be a member, the costs, charges and expenses of winding up of the same, and for the adjustment of the rights of the contributors amongst themselves. The contribution that may be required shall not exceed £1.