

# Cornwall Mobility Centre

*The Key to Freedom  
and Independence*



# Annual Report 2010-2011





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# CORNWALL MOBILITY CENTRE LTD

## CHAIRMAN'S REPORT FOR THE PERIOD 1 APRIL 2010 TO 31 MARCH 2011

It is my pleasure to present you with our Annual Report for 2010 / 2011.

### **Our Year in review ...**

It is with great sadness that I open this report with the news of the passing of one of our longest serving Trustees, Cliff Shepperd. Our charity will be forever grateful for his longstanding service and support, and our condolences go to his family.

The Cornwall Mobility Centre continues to be a shining pinnacle of support to our beneficiaries, despite the challenges that prevail over yet another year. The economic crisis continues to be a testing time for many charities, but in these changing times there may exist opportunities to diversify income streams in order to become more sustainable. Many changes in both health and social care mean that it is imperative that our charity continues to keep a watchful eye over the services we provide and to investigate any openings as and if they arise. I am pleased to report that our staff continue to rise to the challenging environment we now find ourselves in, and I know the following pages will again bear testimony to their efforts.

***As in previous years, we remain resolute in our commitment to provide excellent customer service to people who have a need. There are many pressures that face disabled people at this current time, and our ultimate aim is to continue to deliver exceptional, innovative services closer to our clients whenever possible and at a practical cost.***

### **And finally ...**

I would like to again thank, all our volunteers and donors for the continued confirmation of their support. Without this backing our work would be so much harder, especially in the current challenging economic climate.

As ever, we remain committed to the services delivered to our clients and welcome all comments and ideas as to how we might continue to deliver these, or how we might develop new initiatives that will improve the independence of disabled people.



Steve Paget MBE  
Chairman

# CORNWALL MOBILITY CENTRE LTD

## REFERENCE AND ADMINISTRATIVE DETAILS

Patron – H.R.H. The Duchess of Kent

1. **Business Address/  
Registered Office:**  
Cornwall Mobility Centre  
Tehidy House  
Royal Cornwall Hospital  
TRURO  
TR1 3LJ  
Tel (01872) 254920  
Fax (01872) 254921
2. **President:**  
Lady Mary Holborow DCVO  
Lord Lieutenant of Cornwall  
  
**Vice Presidents:**  
Mrs Jeanne Nicholls MBE  
Mrs Sarah Galsworthy  
Mrs Olga Polizzi

E-mail: mobility@rcht.cornwall.nhs.uk  
Web site: cornwallmobilitycentre.co.uk

3. **Registered Charity Number:** 1096745  
**Company Number:** 4713856  
**Date of Incorporation:** 27 March 2003

4. **Trustees:**  
Mr S Paget MBE (Chairman)  
Mrs J Nicholls MBE (Vice Chairman until 26 October 2009)  
Mr T Fry (Treasurer)  
Mr P Copeland – Appointed 26 April 2010  
Miss D Jordan – Retired 30 July 2010  
Mr C Lingard (Solicitor)  
Mrs S Mantle  
Mr P Peace BSc FRCS  
Mrs C Reeve – Retired 7 April 2010  
Professor C Roberts FIAMBE (Vice Chairman)  
Mr D Scott – Appointed 26 April 2010  
Mr C C Shepperd – Deceased 27 April 2011  
Mr R Sweet – Appointed 26 April 2010  
Dr G Taylor – Retired 26 April 2010  
Lord Teverson – Appointed 26 April 2010

One third of the members of the Board shall retire every year at the Annual General Meeting but may be re-elected.

**Staff Representative to the Board:**  
Mrs Melanie Brown – ILME Manager

## CORNWALL MOBILITY CENTRE LTD

### REFERENCE AND ADMINISTRATIVE DETAILS

5. **Bankers:**  
Lloyds TSB  
12 Princes Street  
Truro TR1 2QT
6. **Centre Manager &  
Company Secretary**  
Mr I M Grace
7. **Auditors:**  
Winter Rule LLP  
Lowin House  
Tregolls Road  
Truro TR1 2NA
8. **Solicitors:**  
Follett Stock  
Truro Business Park  
Truro  
TR4 9NH
9. **Investment advisors:**  
Charles Stanley & Co  
65 Lemon Street  
Truro  
TR1 2PN
10. **Medical Advisors:**  
Mr Peter Peace (Retired Orthopaedic Surgeon)

# CORNWALL MOBILITY CENTRE LTD

## REFERENCE AND ADMINISTRATIVE DETAILS

### 11. Staff:

#### ASSESSMENT SUPPORT STAFF

Occupational Therapist x 2

#### DRIVING DEPARTMENT

Driving Consultant ADI/Deputy Manager x 1

Driving Consultant ADI x 3

#### FINANCE DEPARTMENT

Finance Manager/Deputy Manager x 1

Accounts Assistant x 1

#### ILME DEPARTMENT

ILME Manager x 1

ILME Assessor x 2

Assistant ILME Assessor x 2

Administration Assistant x 1

#### INFORMATION SERVICES AND ASSESSMENT SUPPORT STAFF

Administrative Team Leader x 1

Telephonist/Administration Assistant x 4

#### VEHICLE ADAPTATIONS DEPARTMENT

Vehicle Workshop Supervisor x 1

Vehicle Adaptations Technician x 2

#### MAINTENANCE & REPAIR WORKSHOPS

Mobility Technician x 4

Services Assistant x 1

# CORNWALL MOBILITY CENTRE LTD

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### 12. Corporate Governance

The organisation is a charitable company limited by guarantee governed by its Memorandum and Articles of Association dated 25 March 2003. It is registered as a charity with the Charity Commission.

### 13. Recruitment and Appointment of New Trustees

Regular Skills Audits of the existing Trustees are carried out to identify gaps, bearing in mind the skills required by the board to perform its duties effectively. New Trustees will be recruited based on the skills, knowledge and experience the board needs to ensure that the charity is well governed. The Centre uses its standard recruitment methods to attract new Trustees who fulfil these requirements. Trustees are elected by the members of the charitable company attending the Annual General Meeting.

### 14. Induction and Training of New Trustees

The Centre uses its standard induction methods for all new Trustees, which incorporates:

- Being introduced to all staff, management and the board as a whole receiving a Trustees Handbook which covers the Trustees' Roles and Responsibilities together with details and explanations of the Centres Policies and Objectives.
- New Trustees receive in-house training as required and will be expected to attend any courses which are deemed necessary for the fulfilment of their role by the Board.

### 15. Organisational Structure

The delegation of day to day running of the Centre is given to the Centre Manager/Company Secretary Mr I M Grace who in turn delegates down through the management structure.

All policy and financial decisions are made by the Trustees at their quarterly meetings. Where appropriate sub-committees are established which report back to the Board as deemed necessary to ratify decisions.

### 16. The Charity's risk management strategy

The Trustees of the Cornwall Mobility Centre Ltd confirm that they have identified the major risks to which the Charity is exposed. These have been reviewed by the Centre Manager and the Treasurer and systems established to mitigate those risks. The systems and actions of the above have been endorsed by the Trustees.

# CORNWALL MOBILITY CENTRE LTD

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### 17. Staffing

#### 17.1 Appraisals

The Cornwall Mobility Centre is committed to an appraisal system as an effective means of improving performance, morale and communication within the Centre by:

- Showing an interest in its employees
- Clarifying roles, responsibilities and expected standards of work
- Improving communication both ways
- Providing constructive feedback on performance
- Helping to identify and develop strengths and overcome weaknesses

The review of performance and potential will focus on the strengths of the individual and their role in the Centre and shape their contribution to its future performance. The formal appraisal meeting will take place annually, but objectives and progress can be reviewed at set periods during the year.

#### 17.2 Risk Assessments

These are carried out to all personnel work areas on a regular basis. Implementation of changes are agreed to comply with the latest legislative requirements as necessary.

#### 17.3 In-House Training

This is being expanded on year by year, with courses devised to maintain the Centre's compliance with legislation and ensure staff safety and understanding is enhanced.

#### 17.4 External Training

The Centre strongly supports Continued Personal Development to ensure that all staff maintain and develop the knowledge and skills required to ensure that clients receive a high level of service.

Wherever possible all Information staff are included on courses connected to vehicle adaptations, modified vehicles, driving assessments and aids to daily living to help them respond to enquires.

Staff are encouraged to seek individual courses that will contribute to their own CPD and ultimately benefit the Centre and its clients.

# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

### OBJECTIVES AND ACTIVITIES

#### 18. Trustees' Report For The Year Ended 31 March 2011

The Trustees, who are directors for the purposes of company law and trustees for the purpose of charity law, have pleasure in submitting their report and the audited financial statements for the year to 31 March 2011.

##### **Charitable objects**

The Trustees shall hold the Trust Fund on trust for the following objects:

- The relief of poverty and distress among disabled persons in particular by providing or assisting in the provision of mobility aids.
- The provision to such persons of equipment for the purpose of increasing their mobility and the provision of training in the use of such equipment.

#### 19. Background

The Cornwall Mobility Centre, serving the South West Peninsula, was set up in 1987 at the Tehidy Hospital Site, in Camborne. In 1994 the Centre was relocated to the Royal Cornwall Hospital campus, where it is accommodated in the first purpose built unit of its kind in the United Kingdom. It was incorporated into a Company Limited by Guarantee with no share capital on 27 March 2003.

All the facilities and accommodation are totally accessible for people with mobility impairments. Through a series of expansion projects the Centre now has showrooms for Independent Living Equipment, Wheelchairs and Scooters as well as a dedicated Paediatric Showroom containing child car seats, wheelchairs and mobility equipment. Also on site are purpose built workshops to accommodate both mobility equipment repairs and servicing and vehicle adaptation.

Mrs Jeanne Nicholls, MBE, was largely instrumental in raising firstly revenue funds to enable the work to be started and secondly, for the Capital fundraising. Without the wonderful support of Mrs Nicholls, it is fair to say that this Centre of excellence would not now be here.

The Centre strives to respond to the needs of our clients with regards to the expansion of the services it provides.

# **CORNWALL MOBILITY CENTRE LTD**

## **TRUSTEES' REPORT**

### **ACHIEVEMENTS AND PERFORMANCE**

#### **20. Review Of The Year**

##### **20.1 Capital Expenditure**

The Centre aims to ensure that equipment is kept as up to date as possible and therefore a rolling programme of purchase and replacement of equipment has been set up.

Funds have been spent on updating the Centres fleet of vehicles, computer system and installing a point of sale system to ensure more efficient stock management and control.

##### **20.2 Assessment Department**

The department has strengthened its association with the Local Authority Road Safety department and is continuing to train ADIs in basic assessment for the Drive Safer for Longer Scheme and in how to carry out these assessments themselves where deemed necessary.

They have also been approached to look at the feasibility of training mobility scooter users in the safe operation of these machines and have co-operated in the publication of a booklet for scooter users.

There are still three outreach Centres in Devon being used regularly, but the heavy snow in Devon and Cornwall in December hampered the dept in meeting the DfT targets for this year as many clients did not rebook cancelled appointments.

##### **20.3 Mobility Equipment Service / Repairs Department**

Radical changes have been made within this department over the last few years to ensure that it can not only respond promptly to work required under the Centres contract with the PCT but also private client's requirements. They have also worked hard to reach a good working relationship with The Acute Hospital as well as nursing homes, schools etc to provide repairs and servicing on a range of equipment used by disabled people.

# **CORNWALL MOBILITY CENTRE LTD**

## **TRUSTEES' REPORT**

### **ACHIEVEMENTS AND PERFORMANCE**

#### **20.4 Vehicle Adaptations Department**

This department saw quite a downturn at the start of the year due to the reduction in both Motability and private work. However there was a steady increase particularly in the last quarter of the year but one area of concern still remaining is the length of time it is taking dealers to obtain vehicles ordered by clients, this has been blamed on manufacturers reducing output.

Staff continued to train in the fitting of new products and they have replaced / upgraded the adaptations fitted to Centre vehicles.

#### **20.5 ILME Department**

After the massive increase for the wheelchair section of this department in the previous year we have seen this reduce considerably due, in the main, to the restructuring of the PCT following Central Governments changes and spending reductions for the NHS. These cutbacks now appear to be leading to an increase in the amount of clients returning to purchase wheelchairs privately.

The Centre has applied to be included in the Motability Scooter and Wheelchair Scheme which should be beneficial to clients, eligible for the scheme, who need to obtain this type of equipment privately.

The aids to daily living side has shown an increase in terms of advice requested and equipment supplied and the staff are in the process of establishing a series of demonstrations of new equipment to Health Centres and nursing homes.

The Centre is also involved in providing training on wheelchair assessments for Occupational Therapists and Physiotherapists. Including all Paediatric Therapists who prescribe Mobility equipment.

**CORNWALL MOBILITY CENTRE LTD**

**TRUSTEES' REPORT**

**ACHIEVEMENTS AND PERFORMANCE**

**21. Service Achievements and Statistics**

Outcomes for the period 1 April 2010 to 31 March 2011 are detailed as follows:

**21.1 General Service Achievements**

	<b>Total 2009/2010</b>	<b>Total 2010/2011</b>	<b>Increase/ (Decrease) %</b>
<b>Telephone Enquiries</b>	13,544	13,343	(1.5)
<b>Enquiry Letters/E-mails/Fax</b>	1,307	1,301	(0.5)
<b>Driving Tuition (hours)</b>	203	175	(13.8)

<b>Specialised Vehicle</b>	9	5	
<b>Driving Ability</b>	274	299	
<b>Adaptations</b>	167	151	
<b>Review</b>	5	6	
<b>Driver Assessments</b>	<b>455</b>	<b>461</b>	1.3
<b>Access Assessments</b>	132	110	(16.7)
<b>Wheelchair Assessments</b>	481	361	(24.9)
<b>Total Forum Assessments</b>	<b>1,068</b>	<b>932</b>	

<b>ILME Advice and Equipment: - includes general wheelchair/scooter advice</b>	1,310	2,248	71.6
<b>Adaptations Fitting / Service / Repair</b>	267	245	(8.2)
<b>Mobility Equipment Service / Repair</b>	631	1,136	80.0

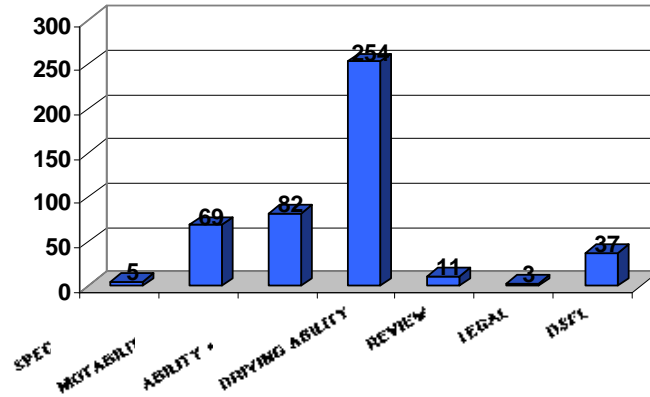
# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

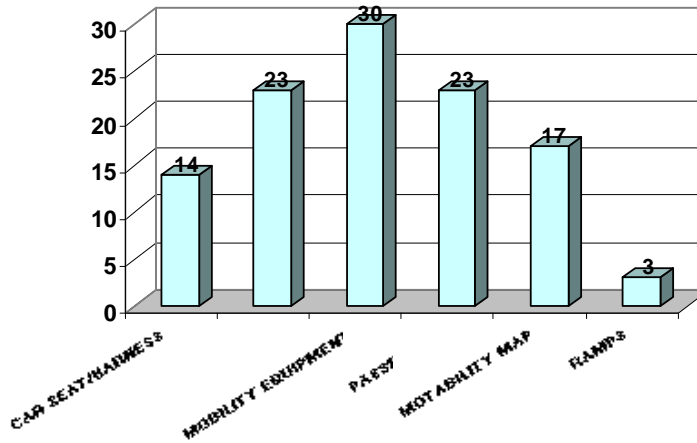
### ACHIEVEMENTS AND PERFORMANCE

#### 21.2 Assessment Sub Types:

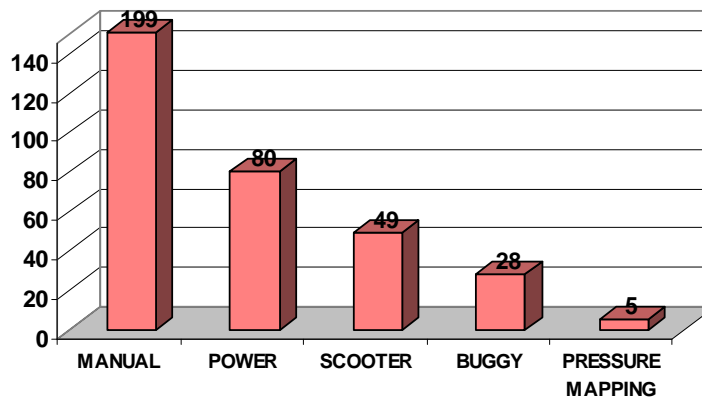
DRIVING ASSESSMENTS 2010-11



ACCESS ASSESSMENTS 2010-2011



WHEELCHAIR ASSESSMENTS 2010-11



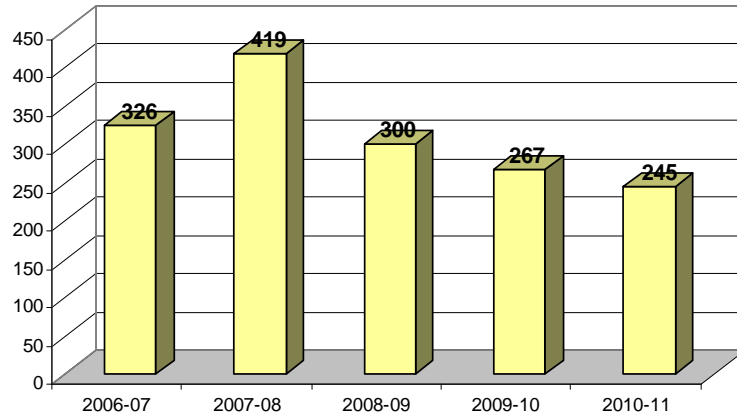
# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

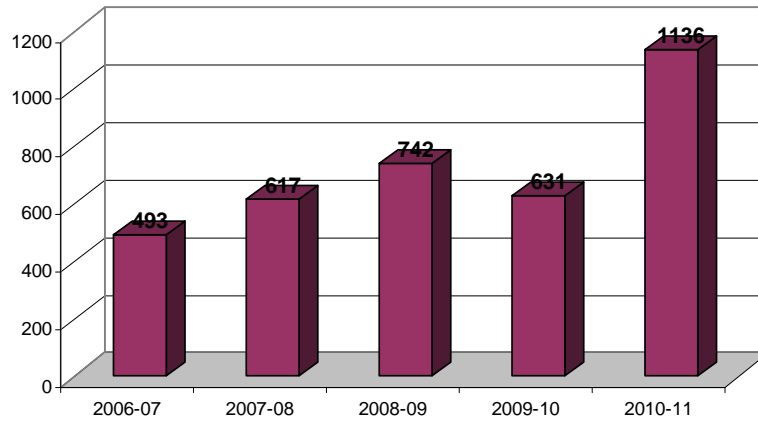
### ACHIEVEMENTS AND PERFORMANCE

#### 21.3 Other Activities:

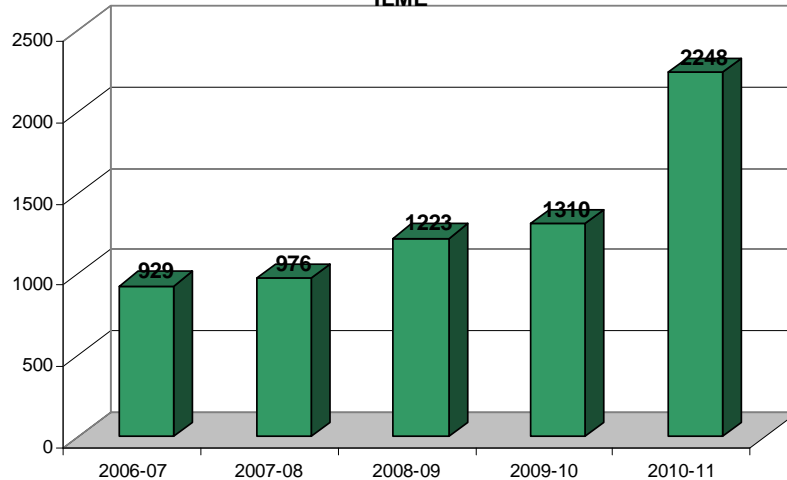
**ADAPTATIONS**



**MOBILITY EQUIPMENT SERVICE / REPAIR**



**ILME**

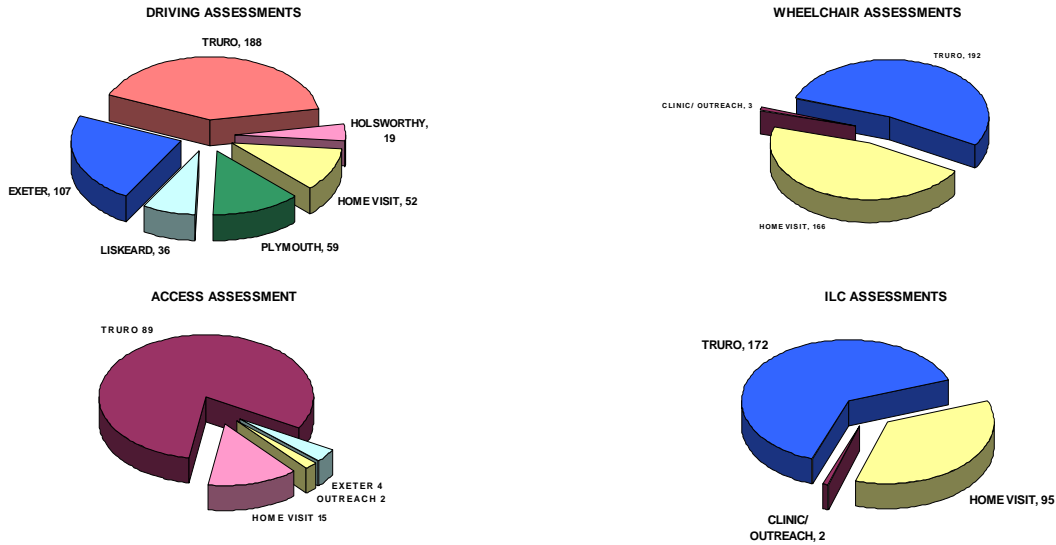


# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

### ACHIEVEMENTS AND PERFORMANCE

#### 21.4 Assessment Areas: -



#### 21.5 Age Groups of Forum Assessment's Clients

Age Group	Total 2009/2010	Total 2010/2011
Under 16	137	97
16 - 25	68	39
26 - 35	45	33
36 - 45	71	61
46 - 55	128	115
56 - 65	169	128
66 - 70	81	79
71 - 75	84	95
76 - 80	84	94
81 - 85	92	85
86 - and over	70	69
Declined to answer	39	37
<b>Total</b>	<b>1,068</b>	<b>932</b>

# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

### ACHIEVEMENTS AND PERFORMANCE

#### 21.7 Charges

It is estimated that an economic charge for assessments is in the region of £470 (£940 for Drive from Wheelchair). The shortfall for this has been subsidised by the charity's endowment fund.

Driving Assessment	£65.00
Reduced Driving Assessment (client in full time education)	£45.00
Vehicle Adaptation Assessment	£50.00
Passenger Assessment	£50.00
Drive from Wheelchair	£110.00
Wheelchair Assessment	Free of Charge
Daily Living/Paediatric Assessments	Free of Charge

#### PLANS FOR THE FUTURE

##### 22. Development Plans

The Mobility Centre has identified the following as areas where we wish to develop new and improved services over the next twelve months.

- 22.1** We will be looking into alternative funding streams and income generation including expanding our training initiatives for outside agencies such as Cornwall Council and creating more in house courses for disabled driving instructors and passenger attendants.
- 22.1** We are in the process of revamping our internal IT systems which will enable the Centre to be much more efficient and therefore create operational efficiency savings.
- 22.1** The new Healthcare and Medical Innovation Centre being constructed within a quarter of a mile of our existing building will offer the perfect opportunity for expansion of some of our services, especially into innovative assistive technologies, which promises to be a growth area in health care. This initiative will offer disabled people and those with limited mobility the opportunity to take advantage of new technology to assist them in living at home independently while still having the reassurance of on-call assistance when required. This equipment will also be beneficial to nursing and care homes for monitoring purposes.

# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

### 23. Current Vehicles plus Adaptations

<b>Citroen Relay SWB Van</b>	- Manual transmission, Ricon S2030 platform lift	Owned
<b>Citroen Relay LWB Van</b>	Manual transmission, Ricon cargo platform lift	Owned
<b>Chrysler Voyager Drive from Wheelchair vehicle</b>	Reduced effort power assisted steering, remote entry, ramp, electronic accelerator/brake, mini steering system, joystick controls, digipad, vehicle activated controls, lowered floor	Rotational Loan
<b>Volkswagen Transporter</b>	Ricon 6 way drivers seat, Braun under floor wheelchair platform, Silverline push / pull hand accelerator / brake, Lodgesons wireless secondary switches, quick release steering knob, space drive joystick accelerator / brake / steering, lightened power assisted steering	Rotational Loan
<b>Ford Fiesta</b>	- Manual transmission, Elap 90 degree swivel seat, He Man instructor brake/clutch, Lodgesons 12 function infra-red L or R hand use, Push/Pull hand controls, Quick release steering knob	Owned
<b>Ford Focus</b>	- Automatic transmission, Autoadapt 40Kg hoist, Elap infa red steering spinner, mounted secondary switching, floor mounted pedal guard, He Man instructor brake, Menox left hand floor mounted push pull accelerator / brake with hill hold & indicators, Monarch radial hand control with indicator switch, quick release steering knob, reduced effort power assist steering	Owned
<b>Ford Tourneo Connect WAV</b>	- Easy access low floor wheelchair position with non-slip easy care flooring, 4 point wheelchair securing system, Electric and manual side steps, Grab handles, Powered swivel passenger seat and Carony 12in base, Ramp, Removable seats – lap and diagonal belt	Owned
<b>Hyundai Santa Fe 2.2 Auto</b>	Automatic, seven seater, EZ instructor brake	Owned

# CORNWALL MOBILITY CENTRE LIMITED

## TRUSTEES' REPORT

### 23. Current Vehicles plus Adaptations (cont)

<b>Nissan (Blue)</b>	<b>Micra</b>	- Lodgesons wireless secondary switching, Brig-Ayd mechanical ring accelerator, Brig-Ayd right hand push brake, Elap drivers swivel seat, He-Man instructor brake	Loaned
<b>Nissan (Grey)</b>	<b>Micra</b>	He-Man instructor brake, Indicator switch on hand control, Lodgesons wireless secondary switching, Quick release steering knob, R S E auto brake, Techmobility push/pull hand controls, Techmobility twin flip up accelerator	Loaned
<b>Nissan Note</b>		- Automatic transmission, EZ instructor brake, Left foot accelerator system, Lodgesons wireless secondary switching, Push/pull hand controls with indicator switch.	Owned
<b>Renault Modus</b>		- Automatic transmission, Brig Ayd 100kg 4 way wheelchair hoist, Brig-Ayd electronic trigger accelerator, Brig-Ayd silverline single lever push pull hand control, Brig-Ayd twin-flip up accelerator, He Man instructor brake, Indicator switch on hand control, Lodgesons wireless secondary switching, quick release steering knob and peg for left and right hand use	Owned
<b>Renault Scenic</b>		- Automatic transmission, Autoadapt Kivi wireless keypad for secondary switches, Autochair 100Kg four way power hoist, Brig-Ayd electronic trigger accelerator, Brig-Ayd silverline single lever push pull hand control, Brig-Ayd twin-flip up accelerator, He-Man instructor brake, Indicator switch on hand control, rear parking sensors	Owned
<b>Vauxhall Astra</b>		- Automatic transmission, Autochair rooftop wheelchair hoist, Autochair lightweight hoist, Cowal Mobility Aids single lever push pull hand control, Cowal Mobility Aids twin flip up accelerator, Elap Eng.Passenger side swivel car seat, He Man instructor brake, indicator switch on hand control, Lodgeson wireless sec. switching, Milford person lift, quick release steering knob	Owned
<b>Vauxhall Astra Estate</b>		Autoadapt turnout swivel seat incorporating carony car seat wheelchair seating system, Brig Ayd 120kg telescopic wheelchair hoist, K.C. Mobility 150kg 4 way wheelchair hoist	Owned

# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

### 23. Current Vehicles plus Adaptations (cont)

<b>Volkswagen Transporter</b>	Manual transmission, Portaramp clearview ramp	Owned
<b>Volkswagen Caddy</b>	Drive from wheelchair. Reduced diameter steering wheel, reduced power steering, Brig-Ayd push/pull hand control with indicator switch, Brig-Ayd electronic trigger accelerator with manual push brake, He-Man instructor brake, Autoadapt power wheelchair automatic docking station, EMC Revit electronic gas/brake mini steering system, remote rear door ramp operation.	Owned

# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

### FINANCIAL REVIEW

#### **24. The Charity's policy on investments**

The Trustees have set an investment policy to provide a mix between income and capital growth in accordance with a report prepared by Truro Stockbrokers. The Trustees will accept a medium level of risk and consider the performance of the investments at 4 % Capital growth and 5% income to be satisfactory with respect to the volatility in the stock market.

#### **25. The Charity's policy on reserves**

The reserves are held to help fund possible shortfalls in income, especially from the Department for Transport. The Trustees consider that reserves of eighteen months estimated annual running costs of £1,100,000 are required to maintain the continued viability and expansion of the Centre. The current level of unrestricted reserves excluding fixed assets represents 84% of this total and the Trustees are aiming to increase income-generating activities in order to build up to the target level.

It is also considered prudent to maintain a high level of liquid cash to allow for possible investment in property and the expansion in services provided should Health Authority policies change together with the Boards concerns over investment performance in the short to medium term.

# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

### FINANCIAL REVIEW

#### 26. Appreciation

The Trustees and staff record their thanks and appreciation to the following organisations for their continued support for our work at the Centre:

THE DUCHY HEALTH CHARITY LTD

Is particularly thanked for its long-term support and sponsorship of our work at the Centre during the past fourteen years.

NISSAN UK

For continuing to provide assessment vehicles.

FORUM OF MOBILITY CENTRES

For their continued support.

DfT

Particular thanks to Automobility and the Accessibility and Equalities Unit for their continued support of our work.

OTHER CONTRIBUTORS TO THE CENTRE INCLUDE:

And many other local giving charities to which we are indebted.

The Royal Cornwall Hospital Trust which has supported the Centre with many reciprocal services during the past 18 years.



Michael Grace  
Centre Manager

# CORNWALL MOBILITY CENTRE LTD

## TRUSTEES' REPORT

### 27. Statement of trustees' responsibilities

Company and charity law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees have overall responsibility for ensuring that the charity has appropriate systems of control, financial and otherwise. They are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### 28. Auditors

A resolution proposing that Winter Rule LLP be re-appointed as auditors of the charity will be put to the Annual General Meeting.

### 29. Statement of disclosure to auditors

- a) So far as the trustees are aware, there is no relevant audit information of which the company's auditors are unaware; and
- b) We have taken all reasonable steps that we ought to have taken as trustees in order to make ourselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

### 30. Small company exemptions

This report has been prepared in accordance with the Statement of Recommended Practice 'Accounting and Reporting by Charities' (revised 2005) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

### 31. Approval of Accounts

The Trustees approved and adopted the financial statements set out on pages 22-33 of the Annual Report on 29 July 2011

Dated: 28/11/11

Signed by the Chairman:  Mr Steve Paget MBE

## **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CORNWALL MOBILITY CENTRE**

We have audited the financial statements of Cornwall Mobility Centre Limited for the year ended 31 March 2011 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

As explained more fully in the Statement of Trustees' Responsibilities on page 19, the trustees' (who are also directors of Cornwall Mobility Centre Limited 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 and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK & Ireland). Those standards require us to comply with the Auditing Practices Board'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 charitable 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 directors report 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.

CORNWALL MOBILITY CENTRE LTD

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CORNWALL  
MOBILITY CENTRE LTD

**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 2011, 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

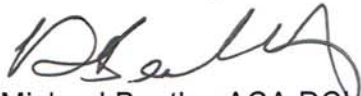
**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the directors report for the financial year for which the financial statements are prepared is consistent with the financial statements.

**Matters on which we are require 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 in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors report.



Michael Bentley ACA DChA (Senior statutory auditor)

For and on behalf of  
Winter Rule LLP  
Chartered Accountants and Statutory Auditors  
Lowin House  
Tregolls Road  
TRURO  
TR1 2NA

2/12/11

**CORNWALL MOBILITY CENTRE LTD**

**STATEMENT OF FINANCIAL ACTIVITIES INCORPORATING INCOME AND  
EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2011**

	Notes	Unrestricted funds £	Restricted funds £	Endowment funds £	2011 Total £	2010 Total £
<b>Incoming resources</b>						
<i>Incoming resources from generated funds</i>						
Voluntary income	2	843	-	-	843	858
Activities for generating funds	3	69,060	-	-	69,060	63,291
Investment income		18,519	-	212	18,731	25,303
<i>Incoming resources from charitable activities</i>						
Assessments and tuition	4	365,357	11,820	-	377,177	374,551
Equipment supply/repair & adaptation	5	731,286	2,520	-	733,806	853,683
Other incoming resources	7	2,135	-	-	2,135	1,280
<b>Total incoming resources</b>		<u>1,187,200</u>	<u>14,340</u>	<u>212</u>	<u>1,201,752</u>	<u>1,318,966</u>
<b>Resources expended</b>						
<b>Costs of generating funds</b>						
Fundraising and publicity		-	-		0	0
<b>Charitable activities</b>						
Assessments and tuition	8	354,214	57,735	-	411,949	385,845
Equipment supply/repair & adaptation	8	735,021	14,633	-	749,654	802,815
<b>Governance costs</b>	8	6,236	-	-	6,236	6,718
<b>Total resources expended</b>		<u>1,095,471</u>	<u>72,368</u>	<u>0</u>	<u>1,167,839</u>	<u>1,195,378</u>
<b>Net incoming / (outgoing) resources before transfers</b>		91,729	(58,028)	212	33,913	123,588
Transfers between funds		0	-		-	-
<b>Net incoming / (outgoing) resources before other recognised gains and losses</b>		91,729	(58,028)	212	33,913	123,588
Other recognised gains and losses						
Gains on revaluation of assets for charity's own use		-	-	-	-	-
Gains on investments		-	-	11,621	11,621	57,077
<b>Net movement in funds</b>		<u>91,729</u>	<u>(58,028)</u>	<u>11,833</u>	<u>45,534</u>	<u>180,665</u>
Funds brought forward		939,334	808,517	293,368	2,041,219	1,860,554
<b>Total funds carried forward</b>		<u>1,031,063</u>	<u>750,489</u>	<u>305,201</u>	<u>2,086,753</u>	<u>2,041,219</u>

The above results relate to continuing activities. There were no discontinued activities in the current or prior period.

There are no recognised gains or losses in the current or prior period other than the net movement in funds.

**CORNWALL MOBILITY CENTRE LTD**

**BALANCE SHEET  
AS AT 31 MARCH 2011**

	<b>Notes</b>	<b>2011</b>		<b>2010</b>	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	<b>13</b>		849,243		839,050
Investments	<b>14</b>		<u>305,147</u>		<u>293,634</u>
			1,154,390		1,132,684
<b>Current assets</b>					
Stocks	<b>15</b>	119,477		122,405	
Debtors	<b>16</b>	84,102		208,389	
Cash at bank and in hand		<u>900,590</u>		<u>729,615</u>	
		1,104,169		1,060,409	
<b>Creditors: amounts falling due within one year</b>					
	<b>17</b>		<u>171,806</u>		<u>151,874</u>
<b>Net current assets</b>			932,363		908,535
<b>Net assets</b>			<u>2,086,753</u>		<u>2,041,219</u>
<b>Funds</b>					
Unrestricted funds	<b>19</b>		1,031,063		939,334
Restricted funds - including revaluation reserve of £177,620 (2010: £192,620)	<b>21</b>		750,489		808,517
Endowment funds - including revaluation reserve of £5,809 (2010: £Nil)	<b>20</b>		<u>305,201</u>		<u>293,368</u>
			<u>2,086,753</u>		<u>2,041,219</u>

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Director



Date

28-Nov-11

**CORNWALL MOBILITY CENTRE LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2011**

**1 Accounting policies**

**1.1 Accounting convention**

The financial statements are prepared under the historical cost convention, modified to include the revaluation of investments and leasehold property and follow the recommendations in 'Accounting and Reporting by Charities: Statement of Recommended Practice' (revised 2005).

The charity has taken advantage of the exemption in FRS1 from the requirement to produce a cashflow statement because it is a small charity.

**1.2 Incoming resources**

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

Grants income is recognised in full in the Statement of Financial Activities in the year in which it is receivable unless it is deferred. Grant income is only deferred where the donor specifies a future time period in which the expenditure of resources can take place.

Income from commercial trading activities is recognised as earned (as the related goods and services are provided).

Income from investments is included in the year in which it is receivable.

**1.3 Resources expended**

Resources expended are recognised in the year in which they are incurred and are included in the accounts based on the nature of the expense. Expenditure is allocated directly to activity categories where possible. Salaries are apportioned between cost headings on the basis of the function undertaken by the employee. Other costs are allocated on the same basis as salary and travel costs with the exception of motor expenses which are allocated based on the number of vehicles and departmental usage.

Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.

**CORNWALL MOBILITY CENTRE LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2011**

**1.4 Tangible fixed assets and depreciation**

Tangible fixed assets costing more than £250 are capitalised and included at cost including any incidental costs of acquisition.

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Leasehold properties	- 2% per annum
Computer equipment	- 33% per annum
Other equipment and fixtures	- 15% per annum
Motor Vehicles	- 25% per annum

The Leasehold Property was revalued on 2 July 2008 at £750,000

**1.5 Investments**

Fixed asset investments are stated at market value at the balance sheet date. Changes in value in the year are reported in the Statement of Financial Activities.

**1.6 Stock**

Stock is valued at the lower of cost and net realisable value after making allowance for obsolete and slow moving items.

**1.7 Pensions**

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity. Pension costs charged in the Statement of Financial Activities represent the contributions payable by the charity in the year.

**1.8 Funds Structure**

The charity has an expendable endowment fund which was initiated when the charity was set up. The capital is mainly held as investments and the income is expended as necessary to support the deficit on driving tuition and assessments. Further details are disclosed in note 20.

**CORNWALL MOBILITY CENTRE LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2011**

**2. Voluntary income**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Endowment funds</b>	<b>2011</b>	<b>2010</b>
	£	£	£	£	£
Sundry donations	843	-	-	843	858
	<u>843</u>	<u>-</u>	<u>-</u>	<u>843</u>	<u>858</u>

**3. Activities for generating funds**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Endowment funds</b>	<b>2011</b>	<b>2010</b>
	£	£	£	£	£
Friends of Cornwall Mobility Centre	-	-	-	-	-
Training Courses	7,749	-	-	7,749	1,587
Hire of conference room	256	-	-	256	649
National Information Line	61,055	-	-	61,055	61,055
	<u>69,060</u>	<u>-</u>	<u>-</u>	<u>69,060</u>	<u>63,291</u>

**4. Assessments and tuition**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Endowment funds</b>	<b>2011</b>	<b>2010</b>
	£	£	£	£	£
Department for Transport (see note 6)	295,040	-	-	295,040	256,960
Driving tuition and assessments	70,317	-	-	70,317	78,564
Grants (see note 6)	-	11,820	-	11,820	39,027
	<u>365,357</u>	<u>11,820</u>	<u>-</u>	<u>377,177</u>	<u>374,551</u>

**5. Equipment supply/repair and adaptation**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Endowment funds</b>	<b>2011</b>	<b>2010</b>
	£	£	£	£	£
Equipment sales accessories and repairs	623,291	-	-	623,291	753,037
Vehicle adaptations	107,995	-	-	107,995	93,126
Grants (see note 6)	-	2,520	-	2,520	7,520
	<u>731,286</u>	<u>2,520</u>	<u>-</u>	<u>733,806</u>	<u>853,683</u>

**CORNWALL MOBILITY CENTRE LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2011**

**6. Included within Incoming Resources are the following deferred grants:**

	<b>Brought forward at 01/04/10</b>	<b>Received in Year</b>	<b>Released to SOFA in Year</b>	<b>Carried forward at 31/03/11</b>
	£	£	£	£
<b>Unrestricted Assessments and tuition revenue grants</b>				
Department for Transport	-	295,040	295,040	-
<b>Restricted Assessments and tuition revenue grants</b>				
<b>Equipment supply/repair and adaptations revenue grants</b>				
Other	-	2,520	2,520	-
	-	2,520	2,520	-
<b>Capital Grants - Assessments and tuition</b>				
Department for Transport	-	11,820	11,820	
<b>TOTAL</b>	<b>-</b>	<b>14,340</b>	<b>14,340</b>	<b>-</b>

Grant income is deferred to the extent that it relates to future periods.

**Purposes of restricted funds**

Other Grants: for various activities including replacement Database project  
The capital restricted funds are held for the purpose of purchasing tangible fixed assets.

**CORNWALL MOBILITY CENTRE LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2011**

**7. Other incoming resources**

	Unrestricted funds £	Restricted funds £	Endowment funds £	2011 £	2010 £
Sundry income	1,328	-	-	1,328	113
Insurance commission	807	-	-	807	1,167
	<u>2,135</u>	<u>-</u>	<u>-</u>	<u>2,135</u>	<u>1,280</u>

**8. Costs of activities in furtherance of the objectives of the charity**

	Assessments & Tuition £	Equip' Supply/ Repair & Adaptation £	Governance costs £	2011 £	2010 £
Salaries and travel	286,380	276,252	-	562,632	502,330
Purchases	4,236	430,366	-	434,602	536,662
Wheelchair subsidies	-	293	-	293	600
Telephone, stationery and advertising	12,192	11,760	-	23,952	32,195
Depreciation	57,735	-	-	57,735	51,038
Repairs and maintenance	8,001	7,719	-	15,720	3,831
Storage/Room Hire	-	2,838	-	2,838	2,499
Insurance	14,345	5,079	-	19,424	15,822
Training and course expenses	1,444	1,392	-	2,836	3,396
Sundry office expenses	2,565	2,474	-	5,039	5,518
Audit fees	-	-	1,615	1,615	1,700
Professional charges	-	-	4,621	4,621	5,018
Catering charges	1,096	1,057	-	2,153	1,968
Light and heat	3,729	3,597	-	7,326	7,558
Bank charges	1,605	1,548	-	3,153	1,977
Profit on sale of fixed assets	-	(1,967)	-	(1,967)	(1,044)
Motor expenses	18,623	7,244	-	25,867	24,310
	<u>411,949</u>	<u>749,654</u>	<u>6,236</u>	<u>1,167,839</u>	<u>1,195,378</u>

**CORNWALL MOBILITY CENTRE LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2011**

<b>9. Charitable expenditure</b>	<b>2011</b>	<b>2010</b>
	<b>£</b>	<b>£</b>
Operating gain is stated after charging:		
Depreciation and other amounts written off tangible assets	57,735	51,038
Auditors' remuneration	1,615	1,700
	<u>59,350</u>	<u>52,738</u>

**10. Employees**

**Number of employees**

The average monthly numbers of employees (including the trustees) during the year were:

	<b>Number</b>	<b>Number</b>
Management	3	3
Administration	7	7
Other	34	29
	<u>44</u>	<u>39</u>

**Employment costs**

	<b>£</b>	<b>£</b>
Wages and salaries	508,818	453,035
Social security costs	44,608	38,552
Other pension costs	8,276	7,825
	<u>561,702</u>	<u>499,412</u>

No employee received in excess of £60,000 (2010 - Nil).

**11. Trustees' emoluments**

The trustees received no emoluments or reimbursed expenses during the year.

**12. Pension costs**

The company operates a defined contribution scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due by the company. There were outstanding contributions at the end of the current year totalling £1,126 (2010: £1,029).

**CORNWALL MOBILITY CENTRE LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2011**

**13. Tangible fixed assets**

	<b>Long leasehold property £</b>	<b>Fixtures fittings, vehicles and equipment £</b>	<b>Total £</b>
<b>Cost/valuation</b>			
At 31st March 2010	750,000	363,198	1,113,198
Additions	-	67,928	67,928
Disposal	-	(25,281)	(25,281)
Revaluation	-	-	-
At 31st March 2011	<u>750,000</u>	<u>405,845</u>	<u>1,155,845</u>
<b>Depreciation</b>			
At 31st March 2010	30,000	244,148	274,148
On disposals	-	(25,281)	(25,281)
Charge for the year	15,000	42,735	57,735
Eliminated on revaluation	-	-	-
At 31st March 2011	<u>45,000</u>	<u>261,602</u>	<u>306,602</u>
<b>Net book values</b>			
At 31st March 2011	<u>705,000</u>	<u>144,243</u>	<u>849,243</u>
At 31st March 2010	<u>720,000</u>	<u>119,050</u>	<u>839,050</u>

The property was revalued by Scott Burridge Chick on 2 July 2008, on an open market value basis to £750,000. The depreciated historical cost at 31 March 2011 was £705,000

Not included in the above figure is a driving assessment rig, cost £47,000 which is made available to the company by Motability. Motability retain the legal ownership of the asset and significant obligations of ownership.

**14. Fixed asset investments**

	<b>UK Listed Investments</b>	
	<b>2011 £</b>	<b>2010 £</b>
<b>Valuation</b>		
At 31st March 2010	293,634	230,862
Revaluation	11,621	57,077
Purchases	6,392	8,753
Disposals	(6,500)	(3,058)
At 31st March 2011	<u>305,147</u>	<u>293,634</u>
Included above is the following:		
COIF Fixed Interest Unit Trust	<u>92,208</u>	<u>92,688</u>

**CORNWALL MOBILITY CENTRE LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2011**

<b>15. Stocks</b>	<b>2011</b>	<b>2010</b>		
	<b>£</b>	<b>£</b>		
Work in progress	1,220	1,435		
Demonstrator equipment for sale	118,257	120,970		
	<u>119,477</u>	<u>122,405</u>		
<b>16. Debtors</b>	<b>2011</b>	<b>2010</b>		
	<b>£</b>	<b>£</b>		
Trade debtors	55,057	186,568		
Other debtors	10,024	4,372		
Prepayments and accrued income	19,021	17,449		
	<u>84,102</u>	<u>208,389</u>		
<b>17. Creditors: amounts falling due within one year</b>	<b>2011</b>	<b>2010</b>		
	<b>£</b>	<b>£</b>		
Otter Fund	845	845		
Trade creditors	58,793	65,089		
Payments on account	11,602	11,616		
Other taxes and social security costs	13,048	10,602		
Accruals	87,518	63,722		
	<u>171,806</u>	<u>151,874</u>		
<b>18. Analysis of net assets between funds</b>				
	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Endowment funds</b>	<b>Total funds</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Fund balances at 31st March 2011 as represented by:				
Tangible fixed assets	105,162	744,081	-	849,243
Investment assets	-	-	305,147	305,147
Current assets	1,097,707	6,408	54	1,104,169
Current liabilities	(171,806)	-	-	(171,806)
	<u>1,031,063</u>	<u>750,489</u>	<u>305,201</u>	<u>2,086,753</u>

**CORNWALL MOBILITY CENTRE LTD**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2011**

**19. Unrestricted funds**

	01-Apr-10 £	Incoming £	Outgoing £	Transfers £	31-Mar-11 £
Unrestricted fund	939,334	1,187,200	(1,095,471)	0	1,031,063

**Purposes of unrestricted funds**

The unrestricted funds are held for the purpose of financing the charitable support provided by the Mobility Centre. These reserves are required to fund the annual running costs of the centre and in order to establish the continued viability of the centre. The Trustees consider that eighteen months costs of £1,100,000 is the minimum amount required to achieve this.

	01-Apr-10 £	Incoming £	Transfers and Outgoing £	Unrealised Investment Gain £	31-Mar-11 £
20. Endowment funds					
Endowment Fund	293,368	212	0	11,621	305,201

**Purposes of endowment funds**

The endowment funds are held for the purpose of providing income to support the deficit on driving tuition and assessments.

	01-Apr-10 £	Incoming £	Outgoing £	Gains/losses/ Transfers £	31-Mar-11 £
21. Restricted funds					
Other grants	-	14,340	(14,340)	-	-
Duchy Health Charity	6,701	-	(293)	-	6,408
<b>Capital grants</b>					
Department for Transport	605,946	-	(39,485)	-	566,461
Revaluation on long leasehold property	192,620	-	(15,000)	-	177,620
Lloyds TSB/Clare Milne	3,250	-	(3,250)	-	-
Total	808,517	14,340	(72,368)	-	750,489

**CORNWALL MOBILITY CENTRE LTD**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2011**

**22. Purposes of restricted funds**

Duchy Health Charity - this is a grant administered to help clients, who are otherwise unable, to purchase equipment to help alleviate their day to day mobility problems

Other grants: for various activities

The capital restricted funds are held for the purpose of purchasing tangible fixed assets.

**23. Capital Commitments**

<b>2011</b>	<b>2010</b>
<b>£</b>	<b>£</b>

Details of capital commitments at the accounting date are as follows:

Contracted for but not provided for in the financial statements

<u>22,880</u>	<u>16,975</u>
---------------	---------------

The current year commitment shown above is in respect of the new database system. The 2010 commitment is in respect of the purchase of vehicles.

**24. Transactions with Trustees**

Due to the nature of the charity's operations and the composition of the board of Trustees, it is inevitable that transactions will take place with organisations in which a Trustee, or persons connected with them, may have an interest. Any transactions having taken place will be on a normal commercial basis. In view of the number of transactions it is not practical to give details of each individual transaction.