



Ipswich and District Citizens Advice Bureau
Annual Report
for the year ended 31 March 2021

Registered Charity No. 1064862
Company No. 3438957

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The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) (as amended by Update Bulletin 1 published on 2 February 2016).

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Ipswich and District Citizens Advice Bureau, also known as Citizens Advice Ipswich.
Charity Registration:	1064862
Company Registration:	3438957
Registered Office:	19 Tower Street Ipswich Suffolk IP1 3BE

The Trustees

The trustees who served during the year and the date of approval were as follows:

S Pinnell (chair)
J. Deacon (Vice Chair)
D. Podd (Vice Chair)
C. Jenkin
R. Boxall-Hunt
T. Cox
A. Wade
S. Allen (resigned 4/10/2020)
R Willis (appointed 21/01/2021)

All Members of Trustee Board are volunteers in the local Citizens Advice

Senior Management:	N. Willshire (Chief Executive) S. Harrison (Deputy Manager) M. Vane (Operations Manager)
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Independent examiner	Augusta Ahakpo FCCA Watson Palmer Ltd. 6 Howlett Close Kesgrave Ipswich Suffolk IP5 2EJ
Bankers	CAF Bank Limited 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ Shawbrook Bank Limited, Lutea House, Warley Hill Business Park, The Drive, Great Warley, Brentwood, Essex, CM13 3BE

Objectives and activities

The charity's objectives are to promote any charitable purpose for the benefit of the community in Ipswich, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Objectives, Strategies and Activities for the Year

Ipswich and District Citizens Advice Bureau provides free, confidential, impartial and independent advice and information for the benefit of the local community to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

This year has been particularly difficult due to the Covid.19 pandemic; our services have continued to deliver throughout a year long period of National Lockdown. We have adapted our services and focused on remaining open to the community that have needed support. Most of our services have been delivered remotely through telephone, email and web chat. In addition to the continuing provision of quality assured advice services to the local community the primary objectives for the year were to increase capacity of the team to meet the additional needs and continue maintain the partnership with IESCCG and other funders.

Public Benefit

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. The Trustees are satisfied that the information provided in the report and accounts meets in the public benefit reporting requirements. The principal activity of Citizens Advice Ipswich remained the provision of free, confidential, independent and impartial advice, information and counsel for members for the public. This is provided Monday to Friday through the central office in 19 Tower Street, Ipswich.

In addition to generalist advice the following specialist advisory services were provided:

- Specialist Debt
- Specialist Welfare Benefits Advice
- Energy Advice
- Help to Claim (Supporting new claims for Universal Credit)
- Connect for Health (Delivering services in GP surgeries across Ipswich)
- Administration of Surviving Winter grants across Suffolk
- Suffolk Advice and Support line (SASS) support for those in due to Covid.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. 57 volunteers contributed approximately 8894 hours of work to the local Citizens Advice during the year. We estimate the value of this help £287,326 in respect of the current year (2020/2021).

Achievements and Performance

Charitable Activities

The key achievements in the year were: We remained open and delivering services throughout Lock Down working remotely through telephone, email and web chat.

There was an increase in demand for making claims for welfare benefits, charitable grants and emergency support both financial and in the form of food bank referrals we enabled Income gains £2,462,929.

The Money Advice Team, which continues to support clients and written off £1,054,566 worth of debt, the movement restrictions of Lockdown meant that recovery enforcement through bailiffs was put on hold.

Citizens Advice Ipswich achieved a total of 8,554 clients contacts with 26,877 issues in 2021 (2020: 12,297 client contacts with 28,041 issues). This decrease is due largely to the difficulties of access during lock down, excluding those without digital means and reductions in the numbers of volunteers that were not volunteering as they were shielding.

We have also supported local charitable trusts as an agent in the administration of grants payable to individual clients as shown in the notes to the financial statements.

Fundraising Activities

Total Income for the year was £705,216

Investment Activities

The charity does not currently hold material investments.

Factors Affecting the Achievement of Objectives

The charity is only too well aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources for its services.

Company Limited by Guarantee

Trustees' annual report (including the directors' report) *(continued)*

Year ended 31 March 2021

Financial review

Income in the year was £705,216 (2020: £540,496) of which £394,331 (2020: £321,919) related to project restricted activities. Expenditure in the year amounted to £676,861 (2020: £505,382) comprised in large part to salaries for our employed staff £564,985 (2020: £390,607). The increase in staffing was to meet the financial demands due to COVID.

Reserves Policy

Citizens Advice Ipswich is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. We will maintain a projection of income for at least 3 years ahead and will ensure that this continues to be derived from as wide a variety of sources possible.

We will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organization that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred that Trustees have determined that 'free' reserves of £506,373 should be maintained which is broadly equal to 9 months' future budgeted operating expenditure. The charity's actual free reserves on 31 March 2021 were £218,252 (2020: £162,817) reasons for holding particular funds outlined in the notes to the accounts. The charity aims to rectify the small shortfall in the coming years and will monitor the position on an ongoing basis.

Principal Funding Sources

The Directors extend their gratitude to Ipswich Borough Council, Ipswich and East Suffolk Clinical Commissioning Group, Suffolk County Council and Babergh District Council who continued to support core operating capacity of the charity. Additionally, project restricted funding was received from The Money Advice and Pensions Service in support of debt advice work, Department for Works and Pensions for 'Help to Claim' new Universal Credit claims activities, IESCCG for the Connect for Health program, The National Lottery for funding specialist Welfare Benefits Advice, Energy Best Deal for energy advice and Suffolk Community Foundation for the supporting vulnerable elderly clients.

The charity did not have any borrowings from either provider of funding or other sources at the balance sheet date.

Plans for the Future

In 2021/22 we will continue to provide both specialist and generalist advice and guidance to the community of Ipswich and surrounding area. We are looking to strengthen our Welfare Benefits support capacity as many affected by the pandemic have sought specialist Welfare benefits advice as they are no longer able to work.

We are working with partners to review the impacts of the pandemic on the community leaving many with Social Isolation issues. Many more households are experiencing Fuel Poverty and review of how we support these is underway.

Company Limited by Guarantee

Trustees' annual report (including the directors' report) *(continued)*

Year ended 31 March 2021

Structure, Governance and management

Governing Document

Ipswich and District Citizens Advice Bureau is a registered charity and a company limited by guarantee. Ipswich and District Citizens Advice Bureau is also known and referred to as Citizens Advice Ipswich. The maximum liability of each member is limited to £1. At 31 March 2021 the company had 15 members. Ipswich and District Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended in 24 September 2002.

Ipswich and District Citizens Advice Bureau was incorporated as a company limited by guarantee on 24 September 1997. The charity commenced operations on 14 October 1997 at which date the assets and liabilities of the unincorporated Ipswich and District Citizens Advice Bureau were acquired.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community. An Elections Committee, made up of Trustees, the Company Secretary and chaired by the Chair is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair.

The Reference and Administrative Details above identifies the constituencies that elected each of the current trustees. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Ipswich through the provision of training courses and mentoring by established trustees.

Organisational Structure

Citizens Advice Ipswich is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Ipswich and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

Related Parties

Ipswich and District Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Ipswich in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but

not in the ultimate decision-making process.

Major risks

A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Ipswich and District Citizens Advice Bureau is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources.

The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Independent examiner reappointment

A resolution to review our independent examiner will be proposed at the next meeting

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on 21st October 2021 and signed on behalf of the board of trustees by:

S. Pinnell

Chair of Trustees

Independent Examiner's Report to the Trustees of Ipswich & District Citizens Advice Bureau Year ended 31 March 2021

I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), balance sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a Fellow of the Association of Certified Chartered Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. account records were not kept in respect of the company as required by section 386 of the 2006 Act: or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination: or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report to enable a proper understanding of the accounts to be reached.

Augusta Ahakpo FCCA
Independent Examiner
Watson Palmer Ltd
6 Howlett Close, Kesgrave, Ipswich, Suffolk IP5 2EJ

Signed *Augusta Ahakpo FCCA*

Dated *13th October 2021*

Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 March 2021

	2021		Total Funds	2020	
	Unrestricted Funds	Restricted Funds		Total Funds	
	£	£		£	£
Income and endowments					
Donations and Legacies	198,033	116,242		314,275	219,262
Charitable activities		383,741		383,741	314,125
Investment Income	237			237	225
Other Income	6963			6963	6,884
	205,233	496,726		705,216	540,496
Expenditure					
Charitable Activities	340,896	335,965		676,861	505,382
Total Expenditure	340,896	335,965		676,861	505,382
Net expenditure before transfer of funds	(135,663)	160,781		28,355	35,114

The statement of financial activities includes all gains and losses recognized in the year.
 All income and expenditure derive from continuing activities.

Note on year 2020: £540,496 = £489,554.39 + Grants received in advance (BS) £5,000 + accrued income (BS) £45,942 = £540,496.39

Ipswich and District Citizens Advice Bureau, company Limited by Guarantee

Balance Sheet, year ended 31 March 2021

	£	2021 £	£	2020 £
Fixed assets				
Tangible fixed assets		4,227		3,006
Current assets				
Debtors and prepayments	17,864		47,316	
Cash in bank and in hand	308,998		<u>178,573</u>	
Total Current Assets		326,862	<u>225,889</u>	
Creditors: falling due within 1 year	2,674		(10,643)	
Other creditors	12,187			
Client monies	<u>49,731</u>			
Total current liabilities		<u>(64,593)</u>		
Net current assets		<u>262,269</u>		<u>215,246</u>
Total assets less current liabilities		266,496		218,252
Net assets		<u>266,496</u>		<u>218,252</u>
Funds of the charity				
Restricted funds	10,766			15,435
Designated reserves	128,997			
Unrestricted funds	126,732			202,817
Total charity funds		<u>266,496</u>		<u>218,252</u>

For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.
- These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board on 21st October 2021 and signed on their behalf by

S. Pinnell

Chair of Trustees

Ipswich and District Citizens Advice Bureau

Company Limited by Guarantee

Notes to financial statements (continued)

Year ended 31 March 2021

1. General Information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 19 Tower Street, Ipswich, Suffolk, IP1 3BE.

2. Statement of Compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting Policies

Basis of preparation

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

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

Going Concern

The accounts have been prepared on the ongoing concern basis and the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected income and expenditure for the next 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future projects or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to categories of income:

3. Accounting Policies (continued)

Income (continued)

- Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable, and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established
- Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable, and consistent basis.

4. Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated losses.

Tangible fixed assets costing more than £1,000 are capitalised and included at cost, including any incidental expenses of acquisition.

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)

5. Donations and legacies

Year ended 31 March 2021

	Unrestricted funds £	Restricted funds £	Total funds 2021 £
Donations:			
Donations	2,914		2,914
Grants			
Ipswich Borough Council	95,000		95,000
Suffolk County Council	47,446		47,446
Babergh District Council	7,673		7,673
The Rope Trust (Training Officer)		15,000	15,000
National Citizens Advice		31,742	31,742
Suffolk Community Foundation	5,000	7,500	12,500
IESCCG	40,000		40,000
Suffolk Community Foundation		4,000	4,000
National Lottery		35,000	35,000
IBC (Area Committee)		20,000	20,000
Cllr. J. Abbott (Locality Budget)		3,000	3,000
	198,033	116,242	314,275

Year ended 31 March 2020

			Total funds 2020
Donations			
Donations	5,896		5,896
Grants			
Ipswich Borough Council	95,000		95,000
Suffolk County Council	68,612		68,612
Babergh District Council	7,673		7,673
Suffolk Community Foundation		8,620	8,620
Plan Corporation Ltd.	18,461		18,461
Mrs. LD Rope 3 rd Charitable settlement		15,000	15,000
	195,642	23,620	219,262

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)**6. Charitable Activities****Income Year ended 31st March 2021**

	Unrestricted	Restricted	Total Funds
	£	£	2021 £
National Lottery		16,009	16,009
Money Advice and Pensions Service		54,662	54,662
DWP		78,120	78,120
IESCCG		176,440	176,440
Energy Best Deal		10,932	10,932
Suffolk Community Foundation		12,395	12,395
Suffolk County Council		35,183	35,183
		383,741	383,741
Other Income			
University of Suffolk	2,665		2,665
ESNFT	2,000		2,000
Bank Interest	237		237
W.S. Training Ltd	1,000		1,000
Misc. Income	976		976
Insolvency Service	85		85
Total Other Income	6,963		6,963
Total Income 2020/21	6,963	380,484	387,447

Charitable Activities Previous Year

Income Year ended 31st March 2020			Total Funds 2020
Money Advice Service	897	51,916	52,813
DWP		89,086	89,086
Energy Best Deal		9,953	9,953
Suffolk Community Foundation	10,425	151,848	162,273
Total 2019/20	11,322	302,803	314,125

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)**7. Expenditure on charitable activities****Expenditure on charitable activities 2020-21**

	Unrestricted funds	Restricted funds	Total funds 2021
	£	£	£
Wages and salaries	235,286	328,963	564,249
Insurance	1,759	-	1,759
Project costs	-	-	-
Advertising	-	-	-
Recruitment	439	-	439
Training	1,000	131	1,131
Rent	13,621	-	13,621
Staff & volunteer – expenses & other	1,608	107	1,735
Cleaning, repairs and maintenance	12,853	-	12,853
Premises - other	2,460	-	2,460
Travel expenses	96	43	139
Printing and stationery	3666	215	3,881
Postage	1,783	1,130	2,913
Telephone & comms	7,078	4,159	11,237
Office - other	4,872	-	4,872
Other governance expenses	0	0	0
Publicity and promotion	315	0	315
Bank charges	138	2	140
Reference materials, subscriptions	4,125	523	4,648
IT Equipment, support	22,789	672	23,461
Office equipment expense	20,789	-	20,789
Refreshments	251	-	251
Legal fees	13	-	13
Trustee expenses	-	-	-
Depreciation	1,555	-	1,555
Independent examiner fee	1,800	-	1,800
Heat and light	-	-	-
Payroll, accounting, consultancy	2,600	-	2,600
Total	340,896	335,965	676,861

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)

Expenditure on charitable activities 2019-20

	Unrestricted funds	Restricted funds	Total funds 2020
	£	£	£
Wages and salaries	154,891	75,133	230,024
Insurance	1,391	505	1,896
Project costs	152	4,429	4,581
Advertising	1,525	459	1,984
Rent	12,889	3,870	16,759
Repairs and maintenance	7,162	1,351	8,513
Travel expenses	2,937	827	3,764
Printing and stationery	795	311	1,106
Postage	4,259	743	5,002
Telephone	3,171	1,487	4,658
Other expenses	1,761	1,309	3,070
Bank charges	262	-	262
Memberships and subscriptions	4,280	1,555	5,835
Equipment	2,132	2,096	4,228
Refreshments	237	-	237
Computer expenses	4,586	185	4,771
Legal fees	54	-	54
Trustee expenses	581	-	581
Depreciation	7,239	-	7,239
Independent examiner fee	1,415	585	2,000
Heat and light	-	-	-
	211,719	94,845	306,564

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)

8. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries. Social security and pensions	564,249	389,258
Other employee benefits	<u>3,736</u>	<u>1,349</u>
	567,985	390,607

The average head count of employees during the year was 29 (2020: 25).

No employee received employee benefits of more than £60,000 during the year (2020: Nil)

9. Trustee remuneration and expenses

The key management personnel of the charity comprise the trustees and the senior management team as listed in these financial statements. The trustees neither received nor waived any remuneration during the year (2020: £Nil). The total amount of employee benefits (including employer pension contributions) received by senior management for their services to the charity was 2021 £125,705 (2020: £70,519).

The trustees were neither entitled to, nor received, any remuneration from the charity during the year. No trustees received reimbursement of expenses during the year (2020: £Nil)

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)**10. Analysis of charitable funds****Restricted funds**

	On 1 April 2020	Income	Expenditure	Transfers	On 31 March 2021
	£	£	£	£	£
MASDAP	-	54,662	(91,301)	(36,639)	-
Surviving Winter	-	12,395	(10,098)	2,297	-
Energy	-	7,675	(10,990)	(3,315)	-
Connect for Health	-	176,440	(158,185)	18,255	4,149
Help to Claim	-	78,120	(68,970)	9,150	-
Specialist Advisers (debt)	-	58,000	(54,787)	3,213	-
Training Officer	8,818	15,000	(19,552)	(4,266)	6,617
		387,292	(394,331)	(7,039)	10,766

	On 1 April 2019	Income	Expenditure	Transfers	On 31 March 2020
MASDAP	-	52,287	(74,712)	22,425	-
Connect for Health	-	155,593	(165,560)	9,967	-
Help to Claim	(6,726)	89,086	(75,743)	-	-
Training Officer	-	15,000	(6,182)	-	8,818
Energy	-	9,953	(13,218)	3,265	-

Restricted fund purposes

- MASDAP – relates to funding from Money Advice Service for providing debt advice
- Surviving Winter – funding Suffolk Community Foundation for the administration of Surviving Winter Grants. Additional funds also received for the award of grants, held as client's grants as separate funds
- Energy – funding from Energy Best Deal for the delivery of energy advice
- Connect for Health – funding from IESCCG for the delivery of Social Prescribing
- Help to Claim – funding from DWP to deliver support for claiming Universal Credit
- Specialist Advisers – funding from National Lottery (6 months) and Suffolk County Council (12 months) to debt advisers.
- Funding from the Rope Trust to meet the costs of the Training Officer post

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)

Designated reserves

	On 1 April 2020	Income	Expenditure	Transfers	On 31 March 2021
	£	£	£	£	£
Redundancy Commitment	-	-	-	21,223.38	21,223.38
Premises Commitment	-	-	-	7,774	7,774
Office Commitment	-	-	-	60,000	60,000
	-	-	-	88,997.38	88,997.38

Development Reserve

	On 1 April 2020	Income	Expenditure	Transfers	On 31 March 2021
Purpose	£	£	£	£	£
Transitional Funds	-	-	-	30,000	30,000
Welfare Benefits Trainee	-	-	-	10,000	10,000
	-	-	-	40,000	40,000

11	Analysis of Net Assets between funds	Tangible Fixed Assets	Net Current Assets	Total
		£	£	£
	Restricted Funds	-	10,766	10,766
	Designated Reserves		128,997	128,997
	Unrestricted Funds	4,227	122,505	126,732
	Total	4,227	262,268	266,495

Notes forming part of the financial statements for the year ended 31 March 2021 (continued)

12 Legal status

The company is limited by guarantee and does not have a share capital. Every member of the company undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one year afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributors among themselves such amount as may be required not exceeding £1.

13 Trustee remuneration and expenses

The trustees were neither entitled to, nor received, any remuneration from the charity during the year. No trustees received reimbursement of expenses during the year (2017: nil).

14 Financial Commitments

Total commitments under non-cancellable leases at 31 March are as follows:

	£ 2021	£ 2020
Amounts due within one year	12,188	9,226
Amounts due between one and 5 years	60,000	5,566
	<u>72,188</u>	<u>14,792</u>

15 Funds received as an agent

The charity received £158,176 (2020: £100,516) and paid out £114,468 (2020: £110,419) as an agent during the year and held a balance of £49,816 (2020: £6,573) at the year end. These amounts are not recognised as income, expenditure or assets in the charity's financial statements.