

NORFOLK COMMUNITY LAW SERVICE LTD
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024



NORFOLK COMMUNITY LAW SERVICE LTD

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NORFOLK COMMUNITY LAW SERVICE LTD

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Ms Sarah Blunden - Chair	
	Mr David Butler - Vice-Chair and Hon Treasurer	
	Mr Christopher Cordingly	Resigned 27/09/2023
	Ms Sally Davenport	
	Ms Rachel Higgs	
	Ms Naomi Newell	
	Mr Paul Steward	
	Mr Robert Tiffen	
	Ms Aqmar Zakaria	
	Ms Annie Tallis	Resigned 10/04/2023
	Ms Lisa Dade	Appointed 27/03/2024
	Ms Helen Toussaint-Jackson	Appointed 27/03/2024
	Dr Janka Rodziewicz	Appointed 27/03/2024
	Mr Laurence Harris	Appointed 31/07/2024
Secretary	Mr David Butler	
Charity number	1069066	
Company number	03524607	
Registered office	14 Prince of Wales Road Norwich Norfolk NR1 1LB	
Auditors	Cunninghams 61 Alexandra Road Lowestoft Suffolk NR32 1PL	
Bankers	Lloyds Bank plc Gentleman's Walk Norwich Norfolk NR2 1LZ	

NORFOLK COMMUNITY LAW SERVICE LTD

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024.

The trustees have adopted the provisions of 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 (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The remit of Norfolk Community Law Service Ltd (NCLS) is to increase access to justice for the people of Norwich and Norfolk by providing free advice, assistance and representation in various areas of social welfare law. These services are provided by employed staff and trained volunteers, both lay and professional. We are entirely dependent upon grants, donations and monies arising from service agreements for our continued existence.

The principal objects for which the charity is established are to:

- Identify problems of access for needy people to legal services.
- Provide advice, assistance and representation to needy persons resident or working in the county of Norfolk.
- Advance the education of the public by the improvement and diffusion of knowledge of the law, its practice and the administration of justice, having regard especially to those areas of law which are of particular concern to poor people or which are directed to the relief of poverty, distress or sickness.
- Promote such other charitable purposes as are for the benefit of the community in the area of benefit.
- Provide free legal advice and representation in all areas of illegal discrimination, such as age, disability, gender, race, sexual orientation or religious belief.

The long term aim of NCLS is to develop services as funding becomes available to provide free legal advice, casework and representation to individuals and groups which meet gaps in existing provision in all areas of social welfare law including debt, employment, family, domestic abuse, immigration, welfare benefits and discrimination in all areas.

Public benefit

The directors have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charitable company's objectives and aims and in planning future activities. In particular, the directors consider how planned activities are consistent with and will further the stated aims and objectives.

Volunteers

The operations of NCLS are supported by the essential work of many volunteers who give their time free in assisting us with the provision of our services and the administration of our operations.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

The demand for services throughout 2023/24 continued to grow once again. NCLS helped 4,512 clients with 5,234 legal issues during the year. This includes 3,097 new clients and is an increase of 18% from 2022/23. Despite reports of the 'cost of living crisis' easing, our data shows that many of our clients are still living in poverty, unable to afford food and energy bills.

NCLS continues to provide free legal advice clinics with the assistance of local solicitors, who provide their services on a pro bono basis. We currently have 70 solicitors on our pro-bono rota and in 2023/24 they provided 928 hours of free advice.

Our specialist Debt Service, delivered by a team of experienced paid advisers, continued to provide advice on budgeting, income maximisation e.g. benefit entitlement, identifying priority debts and negotiating with creditors on the client's behalf. Most clients have multiple debts, worth many thousands of pounds, so negotiating with creditors can be very time-consuming. Clients are assisted to implement their chosen debt remedy e.g. debt relief order, bankruptcy or pro-rata payments. We try to ensure that a client's debt issues are resolved e.g. in the case of offenders to ensure they can make a fresh start unencumbered by debt. In 2023/24 we helped 734 clients and successfully ensured £728,632 of debt was written off or renegotiated.

During the year, we recruited an additional Debt Adviser to have a more proactive outreach approach. We were able to partner with homeless charity St Martins, in a project aiming to break the cycle of debt, homelessness and criminal activity by offering highly-specialist debt advice to a vulnerable group of people, as well as planning other outreach locations.

We continued to operate a Rent Arrears Mediation Service for Norwich City Council housing tenants, which is partially funded by Norwich City Council.

Our Family Court Support Service assisted the increasing numbers of litigants in person in the family courts to navigate their case and represent themselves as effectively as possible. We offer free advice from our family solicitors, support with form filling, statements etc, and volunteer McKenzie Friends to support clients at court hearings. This service mainly deals with child contact matters. We also continued to run specialist domestic abuse clinics to support victims of abuse who are applying for protective injunctions who may not be eligible for legal aid.

Our specialist Welfare Benefits Service provided advice, casework and representation at Tribunal for clients appealing against a refusal or loss of benefit or to challenge the amount they have been awarded. We use a team of law students and other volunteers managed by experienced paid advisers who make written submissions on the client's behalf e.g. to the Department of Work and Pensions (DWP) or local authority and represent the client at Tribunal. National Tribunal Service statistics show there is a much greater chance of success where the appellant is represented and in 2023/24 we ensured that £3.2m of welfare benefits was awarded and paid back to clients.

We continued to provide specialist Immigration Advice for migrant workers, asylum seekers and refugees around issues of residency status and entitlement to public services as well as representation for welfare benefit appeals, challenging DWP and Home Office decisions on behalf of clients and representing them at

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Tribunal. Many of the DWP decisions we challenge are overturned without going to Tribunal. We supported clients who had 'No Recourse to Public Funds' e.g. migrant victims of domestic abuse who lose their residency status when they leave an abusive partner, to access welfare benefits and other public services.

Our outreach service was created in response to the Covid lockdowns, when we were obliged to close our offices, yet we knew that people still needed our advice. We employed a dedicated Mobile Legal Adviser – a role which has remained vital for some of our clients. Over the past three years she has built up strong links with local organisations and now attends a range of locations around the county which are familiar to and trusted by local people (libraries, places of worship, social supermarkets, refuges etc). Clients can meet her face to face at these locations and access advice without having to travel to our Norwich offices. Our Mobile Legal Adviser expertly triages their legal issues.

All our services are delivered with the support of around 50 volunteer UEA law students in accordance with a partnership agreement with the University of East Anglia. This provides valuable experience to the students as they look to gain their first roles in within the legal sector.

NCLS is also the lead agency for the Norfolk Community Advice Network (NCAN), a network of voluntary agencies (e.g. Citizens Advice, Shelter, Age UK) and statutory authorities working together to promote access to social welfare advice in Norfolk. NCAN operates an electronic client referral system ensuring there is 'No Wrong Door,' ie no matter where clients enquire, they can be referred direct to the most appropriate agency to advise them.

FINANCIAL REVIEW

Principal funding sources

We rely on a mix of service level agreements and grants as well as charitable donations to meet our costs. Our strategy for fundraising is to ensure we are not dependent on a few large funders. In recent years we have been successful in securing more multi-year funding, but the majority of grants are awarded on an annual basis.

Reserves policy

The directors have examined the charity's requirements for reserves in the light of the main risks to the organisation. The directors have established a policy that the charity's revenue reserves, which have not been committed or invested in tangible fixed assets, should represent three to four months of estimated total annual expenditure. The reserves are needed to meet the charity's working capital requirements and the directors believe that maintaining reserves at the target level would provide for the financing of a controlled reduction in the scope of the charity's operations in the event of a significant drop in funding.

Budgeted expenditure for NCLS (excluding NCAN) for 2024/25 is £1,199,610 and therefore the target for revenue reserves is between £299,902 and £399,870. As at 31 March 2024, revenue reserves amounted to £368,704 (Net current assets) and so the reserves policy was satisfied at that date.

The budgeted expenditure for NCAN for 2024/25 is £213,339 and therefore the target for revenue reserves is between £53,335 and £71,113. As at 31 March 2024, revenue reserves amounted to £382,802 (Net current assets) and so the reserves policy was satisfied at that date.

NORFOLK COMMUNITY LAW SERVICE LTD

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Reserves are sufficient to fund continuing operations in the short term, but the directors continually monitor both the ongoing financial viability of the charity and endeavor to raise additional funding.

Plans for future periods

NCLS will work towards the key objectives set out in its Strategic Plan 2024-27; providing high quality legal case work, accessible services, identifying legal gaps, campaigning for our clients' rights, creating a positive and diverse work environment and prioritising our long-term sustainability.

NCLS plans to continue to offer services on a hybrid basis to suit the individual needs of clients, but also ensuring everyone in Norfolk can access our services, should they be required.

Subject to successful funding, we aim to maintain an increased level of service hours across all services as client demand remains high. Published data shows that this trend will continue and there will be increasing numbers of people who have been made vulnerable by society requiring help as the country struggles with the long-term impacts of the cost-of-living crisis.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Norfolk Community Law Service Ltd is a registered charity and a company limited by guarantee, not having a share capital and not being run for profit. It is governed by its Articles of Association, which were most recently updated in November 2023. On 30 March 2005 the name of the company was changed from NDLS Ltd to Norfolk Community Law Service Ltd. The organisation originally took over the assets of Norwich & District Legal Services Committee on 1 April 1998, having operated in similar guises since 1985.

Recruitment and appointment of new directors

Directors are appointed by members of the company and remain in office until retirement, resignation or removal by the members of the company. New directors are elected at the Annual General Meeting by those eligible to vote or may be co-opted during the year, pending election at the next Annual General Meeting.

The number of directors shall not be fewer than six but is not subject to any maximum.

Organisational structure

The directors are responsible for managing the charity and supervising its operations in accordance with its stated charitable objectives. The Chief Executive Officer is responsible to the directors for both the day to day operations of the charity and its future development. With the increasing size and complexity of the charity's operations, the management systems and delegated powers are subject to ongoing review.

Induction and training of new directors

New directors are informed about their legal obligations under charity and company law, the contents of the Articles of Association, decision making processes, the strategic development plan, and the recent financial performance of the charity. One-third of directors will retire by rotation each year and may put themselves up for re-election by the members of the company at the Annual General Meeting.

NORFOLK COMMUNITY LAW SERVICE LTD

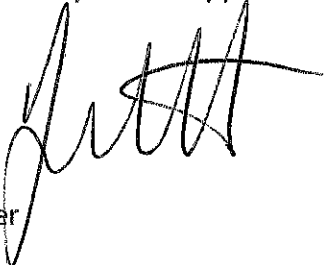
REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Risk management

The directors have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Over the course of time, the directors have conducted reviews of the major risks to which the charity is exposed and systems have been put in place to mitigate those risks. These are updated periodically to ensure they meet the needs of the charity.

The Trustees who served during the year and up to the date of signature of the financial statements are disclosed within the Legal and Administrative Information section of the financial statements.

The Trustees' report was approved by the Board of Trustees.



Mr D Butler
Trustee

Date: 15th October 2024

NORFOLK COMMUNITY LAW SERVICE LTD

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also the directors of Norfolk Community Law Service Ltd for the purpose of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure 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;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material 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 operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees 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.

NORFOLK COMMUNITY LAW SERVICE LTD

INDEPENDENT AUDITORS REPORT FOR THE YEAR ENDED 31 MARCH 2024

Opinion

We have audited the financial statements of Norfolk Community Law Service Ltd (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. 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).

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 2024 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.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial

**INDEPENDENT AUDITORS REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

**INDEPENDENT AUDITORS REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

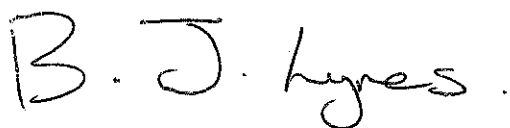
- Enquiry of management around actual and potential litigation and claims and review of correspondence with legal advisors;
- Reviewing minutes of meetings of trustees;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable 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 charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Benjamin Lynes (Senior Statutory Auditor)
for and on behalf of Cunninghams Statutory Auditors
Number Sixty One
61 Alexandra Road
Lowestoft
Suffolk
NR32 1PL

Date:  November 2024

NORFOLK COMMUNITY LAW SERVICE LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
	Notes						
Income from:							
Donations and legacies	3	148,828	1,208,580	1,357,408	123,462	917,732	1,041,194
Charitable activities	4	-	720	720	219	75	294
Investment income	5	9,108	-	9,108	1,786	-	1,786
Total Income		157,936	1,209,300	1,367,236	125,467	917,807	1,043,274
Expenditure on:							
Raising funds	6	17,558	-	17,558	16,001	2,500	18,501
Charitable activities	7	99,026	952,600	1,051,626	33,984	857,895	891,879
Total expenditure		116,584	952,600	1,069,184	49,985	860,395	910,380
Net movement in Funds		41,353	256,700	298,052	75,482	57,412	132,894
Fund balances at 1 April 2023		272,929	213,074	486,003	197,447	155,662	353,109
Fund balances at 31 March 2024		314,281	469,774	784,055	272,929	213,074	486,003

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

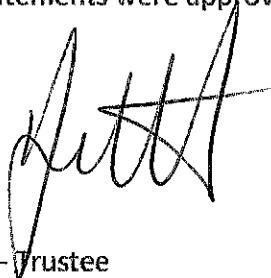
NORFOLK COMMUNITY LAW SERVICE LTD

BALANCE SHEET AS AT 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	11		32,549		36,802
Current Assets					
Debtors	12	13,248		318,855	
Cash at bank and in hand		929,195		624,884	
		<u>942,443</u>		<u>943,739</u>	
Creditors: amounts falling due within one year	13	(190,937)		(494,538)	
Net current assets			<u>751,506</u>		<u>449,201</u>
Total assets less current liabilities			<u>784,055</u>		<u>486,003</u>
Income Funds					
Restricted funds	16	469,775		213,074	
Unrestricted funds		314,281		272,929	
		<u>784,055</u>		<u>486,003</u>	

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Directors on 15th October 2024 and were signed on its behalf by:



Mr David Butler-Trustee
Company registration number 03524607

NORFOLK COMMUNITY LAW SERVICE LTD

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash generated from operations	20		301,529		225,823
Investing activities					
Purchase of tangible fixed assets		(6,326)		(5,500)	
Interest received		9,108		1,786	
Net cash used in investing activities			2,782		(3,714)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			304,311		222,109
Cash and cash equivalents at the beginning of the year			624,884		402,775
Cash and cash equivalents at the end of the year			929,195		624,884

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

1. Accounting policies

Charity information

Norfolk Community Law Service Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is 14 Prince of Wales Road, Norwich.

1.1 Accounting convention

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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 (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £. The financial statements have been prepared under the historical cost convention.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the charitable company where this can be quantified and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Grant income for costs shared with joint partner agencies is recognised as income to the extent that the grant has been spent at the end of the financial year. Unspent grants for shared costs are included within creditors.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably. Expenditure on raising funds includes costs which are incurred directly in support of expenditure on the objects of the charitable company.

Expenditure on charitable activities includes governance costs which are incurred in connection with the administration of the charitable company and compliance with constitutional and statutory requirements.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	10% on cost
Equipment	50% on cost

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of six months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised. Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Taxation

The charity is exempt from corporation tax on its charitable activities.

1.11 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

1.12 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2. Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3. Donations and Legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Donations and gifts	19,685	1,468	21,153	13,462	874	14,336
Grants - government	10,000	488,085	498,085	10,000	485,984	495,984
Grants - other	119,143	719,027	838,170	100,000	430,874	530,874
	148,828	1,208,580	1,357,408	123,462	917,732	1,041,194

NORFOLK COMMUNITY LAW SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

Grants receivable for core activities

Grants receivable for core activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Norfolk County Council	-	345,687	345,687	-	260,138	260,138
NHS Norfolk & Waveney ICB	-	164,352	164,352	-	-	-
Access To Justice Foundation	-	108,181	108,181	-	71,469	71,469
The Legal Education Foundation	-	72,773	72,773	-	26,000	26,000
Henry Smith Charity	-	60,000	60,000	-	60,000	60,000
Money Advice and Pensions Service	-	55,860	55,860	-	54,233	54,233
National Lottery	-	54,380	54,380	-	-	-
Septagon Charity	50,000	-	50,000	50,000	-	50,000
University of East Anglia	-	50,000	50,000	-	50,000	50,000
OPCC Norfolk	-	46,865	46,865	-	44,579	44,579
Tudor Trust	34,143	12,575	46,718	-	17,425	17,425
Norwich City Council - Consortium	-	37,208	37,208	-	35,114	35,114
Public Health England	-	36,951	36,951	-	35,444	35,444
Advice UK	-	26,000	26,000	-	-	-
Norfolk Community Foundation	-	23,077	23,077	-	29,352	29,352
A B Charitable Trust	20,000	-	20,000	20,000	-	20,000
Norfolk & Suffolk Foundation Trust	-	19,911	19,911	-	18,257	18,257
Norwich Consolidated Charities	-	15,590	15,590	25,000	50,270	75,270
Peoples Postcode Trust	-	14,549	14,549	-	-	-
Charity of Lilian Armitage	-	10,000	10,000	-	-	-
Hopestead Charity	-	10,000	10,000	-	10,000	10,000
Broadland Council	10,000	-	10,000	-	-	-
Shaw Trust	-	7,973	7,973	-	9,753	9,753
Home Office	-	5,520	5,520	-	44,601	44,601
Simon Gibson Charitable Trust	-	5,000	5,000	-	-	-
R C Snelling Charitable Trust	5,000	-	5,000	-	-	-
Norwich City Council - Mediation	-	5,000	5,000	-	5,000	5,000
Leslie Mary Carter Charitable Trust	5,000	-	5,000	-	-	-
29th May 1961 Charitable Trust	5,000	-	5,000	5,000	-	5,000
Other		19,661	19,661	10,000	95,222	105,222
	129,143	1,207,112	1,336,255	110,000	916,857	1,026,857

NORFOLK COMMUNITY LAW SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

4. Charitable activities

	2024	2023
	£	£
Other Income - Analysis by Fund		
Unrestricted funds	-	219
Restricted funds	720	75
	<u>720</u>	<u>294</u>

5. Investments

	2024	2023
	£	£
Investment Income	<u>9,108</u>	<u>1,786</u>

6. Expenditure on raising funds

	2024	2023
	£	£
Fundraising and project development	2,958	5,903
Staff Costs	14,600	12,598
	<u>17,558</u>	<u>18,501</u>

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

7. Expenditure on charitable activities	2024	2023
	£	£
Staff Costs		
Staff salaries & NI	842,257	694,002
Pensions costs	33,072	27,252
	875,329	721,254
Other Staff Costs		
Payroll costs	2,928	2,504
Recruitment costs	675	1,359
Staff training	9,721	5,765
Subcontractors costs	-	13,257
Travel & other staff expenses	6,934	3,610
	20,258	26,495
Other Direct Service Costs		
Client disbursements	11,310	1,620
Advertising & marketing	3,622	-
Interpreters	11,420	10,357
Journals & books	675	847
NCAN referral system & other Costs	6,024	6,287
Subscriptions	5,905	4,156
Travel & other volunteer expenses	2,223	1,424
Other direct service Costs	4,285	3,530
	45,463	28,220
IT Costs		
Case management system	8,864	7,532
IT software, support & consumables	27,459	26,640
	36,323	34,172
Rent Rates & Utilities		
Cleaning	2,879	2,565
Rent & rates	23,384	23,358
Repairs & renewals	434	54
Utilities	4,522	5,413
	31,219	31,390
Office Costs		
Bank charges	179	199
Files storage and waste disposal	1,909	1,626
Insurance	3,516	3,188
Postage, freight & courier	2,112	1,316
Printing & stationery	2,481	1,882
Small office equipment	2,750	2,145
Sundry expenses	980	1,068
Telephone & internet	9,881	8,522
	23,808	19,944
Governance Costs		
AGM/annual report	1,909	1,918
Audit & accountancy fees	6,690	8,186
Trustee training & development	-	4,325
Statutory fees	48	48
	8,647	14,478
Capital Costs		
Depreciation costs	10,578	15,926
	10,578	15,926
	1,051,626	891,879

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

7. Expenditure on charitable activities – analysis by fund

	2024 £	2023 £
Unrestricted funds	99,026	33,984
Restricted funds	952,600	857,895
	1,051,626	891,879

8. Trustees

Remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Expenses

Any payments to trustees are only in respect of reimbursements for purchases made on behalf of the charity. There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year 31 March 2023.

9. Employees

The average monthly number of employees during the year was: **32**

	2024	2023
Administration	8	8
Employed on projects	24	22
	32	30

Employment Costs	Note	2024 £	2023 £
Staff salaries		790,730	654,715
Employer's national insurance		65,567	51,409
Employer's pensions costs	15	33,632	27,667
		889,928	733,791

The number of staff with annual remuneration more than £60,000 was: **1**

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

10. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

11. Tangible fixed assets

	Leasehold Improvements £	Equipment £	Total £
Cost			
At 1st April 2023	46,649	98,445	145,094
Additions	-	6,326	6,326
At 31st March 2024	46,649	104,771	151,420
Depreciation			
At 1st April 2023	12,598	95,695	108,293
Charge for the year	4,665	5,913	10,578
At 31st March 2024	17,263	101,608	118,871
Net book value			
At 31st March 2023	34,051	2,750	36,801
At 31st March 2024	29,386	3,163	32,549

12. Debtors

Amounts falling due within one year:	2024 £	2023 £
Trade debtors	3,613	310,027
Prepayments	9,635	8,828
	13,248	318,855

Trade debtors are invoiced values with payment terms dated after the year-end.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

13. Creditors

Amounts falling due within one year:	Note	2024 £	2023 £
Other taxation and social security		17,520	13,213
Deferred income	14	157,405	327,391
Trade creditors		9,607	32,239
Other creditors		-	115,247
Accruals		6,405	6,448
		190,937	494,538

14. Deferred income

Restricted income is deferred where funding has been received in advance of entitlement or where income and grants are subject to performance-related conditions and received in advance of delivering the services.

	2024 £	2023 £
Arising from Government grants	-	106,914
Other deferred income	157,405	220,477
	157,405	327,391

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Deferred income included within: Current liabilities	157,405	327,391
Movements in the year:		
Deferred income at 1 April	327,391	127,600
Released from previous periods	(327,391)	(127,600)
Resources deferred in year	157,405	327,391
Deferred income at 31 March	157,405	327,391

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

15. Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £33,632 (2023 - £27,667).

The charitable company offers to its employees membership of a defined contribution pension scheme managed by The Pensions Trust. The scheme was set up with effect from 1 November 2006. For each employee who elects to join the scheme or has a Self-Invested Pension Plan (SIPP), the charitable company (at its sole discretion) currently pays in 5% of the employee's gross pay to the scheme or SIPP.

NORFOLK COMMUNITY LAW SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

16. Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			Balance at 1 April 2024
	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	
	£	£	£	£	£	£	£
NCLS Advice Services							
Debt Service	20,502	142,582	(146,060)	17,025	185,074	(150,790)	51,309
Debt Advice Support	1,133	270	(270)	1,133	590	(590)	1,133
Family Court Support Service	440	118,377	(108,341)	10,476	172,323	(182,799)	-
Free Legal Advice and Volunteers	-	75,090	(74,671)	419	62,989	(63,408)	-
Immigration	-	161,093	(155,120)	5,974	119,390	(124,850)	514
Social Welfare	-	87,592	(87,592)		74,001	(74,001)	-
Welfare Benefits	-	154,736	(154,222)	514	189,578	(189,063)	1,029
Housing Mediation	-	5,000	(5,000)	-	5,000	(5,000)	-
Accommodation	46,326	-	(11,862)	34,463	-	(5,077)	29,386
Fundraising	5,000	-	(2,500)	2,500	-	-	2,500
	73,400	744,741	(745,637)	72,503	808,945	(795,577)	85,871
Norfolk Community Advice Network							
	82,261	173,065	(114,757)	140,571	400,355	(157,023)	383,903
	155,661	917,806	(860,394)	213,074	1,209,300	(952,600)	469,774

NORFOLK COMMUNITY LAW SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

17. Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Fund balances at 31 March represented by:						
Tangible assets	-	32,549	32,549	1,623	35,179	36,802
Net current assets	314,281	437,225	751,506	271,306	177,895	449,201
	314,281	469,774	784,055	272,929	213,074	486,003

Unrestricted funds

Unrestricted funds represent the free funds of the charity which have not been designated for a particular purpose. Unrestricted funding was received during 2023/24 from A B Charitable Trust, Broadland Council, The Leslie Mary Carter Charitable Trust, R C Snelling Charitable Trust, Septagon Trust and Tudor Trust. Unrestricted funding is used to cover the costs of services that are only partially funded.

Restricted funds

Restricted funds comprise the following:

- Debt Service

This service, which provides debt advice for clients made vulnerable by society e.g. offenders, ex-offenders, people with mental health issues or learning difficulties, was funded by Money and Pensions Service, Norfolk County Council, NHS Norfolk & Waveney ICB, Norwich Consolidated Charities, Advice UK, National Lottery Community Organisations Cost of Living Fund, Norfolk Women's Fund, Shaw Trust, Tudor Trust, Hopestead, The Henry Smith Charity and the Probation Service. £50,789 revenue funding is carried forward into 2024/25 as part of the Anti- Poverty Project along with equipment acquired through funding for the service with a net value of £519.

- Debt Advice Support

Funds are raised to cover the cost of clients applying for Debt Relief Orders or Bankruptcy Orders and similar disbursements. £1,133 remains unspent and has been carried forward to 2024/25.

- Housing Mediation

This service is partially funded by Norwich City Council to provide a housing mediation service for Norwich City Council housing tenants. All resources were expended at the year ending 2024/25.

- Family/ Domestic Abuse Service

The Family Court Support and Domestic Abuse service was partially funded by Access to Justice Foundation, NHS Norfolk & Waveney ICB, Norfolk County Council, Lady Hind Trust, Noel Buxton Trust,

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024**

Office of the Police and Crime Commissioner for Norfolk, Tudor Trust and The Legal Education Foundation.

- Free Legal Advice and Volunteers

This service is partially funded by the University of East Anglia to organise, manage and train the student volunteers who assist in the delivery of all NCLS services, including the Free Legal Advice service which is provided by volunteer legal professionals. Funding was also received from Cromer Town Council, Law Society, NHS Norfolk & Waveney ICB and Norfolk County Council.

- Immigration

This service was partially funded by Access to Justice Foundation, Norwich City Council, Norfolk County Council, Norfolk Community Foundation, The Henry Smith Charity, A B Charitable Trust, Simon Gibson Charitable Trust, Tudor Trust, NHS Norfolk & Waveney ICB and National Lottery Community Organisations Cost of Living Fund to provide advice on residency status and entitlements and advice and representation for welfare benefit appeals, particularly for European Economic Area nationals. The service is also funded by the Home Office as part of the EU Settlement Scheme, to enable us to support the application process of European Economic Area nationals living in the UK to apply for a UK immigration status as part of our leaving the European Union. £514 capital costs funded by the service are carried forward to 2024/25.

- Social Welfare

The Social Welfare Solicitor and Mobile Legal Adviser posts were part funded by Access to Justice Foundation, National Lottery Community Fund, NHS Norfolk & Waveney ICB, Norfolk County Council and Norfolk & Suffolk Foundation Trust. All resources were expended in the year ending 2023/24.

- Welfare Benefits

The Welfare Benefits Service is partially funded by Access to Justice Foundation, Anne French Memorial Trust, DWP, Norfolk County Council, Norwich City Council, Norwich Consolidated Charities, The Henry Smith Charity, NHS Norfolk & Waveney ICB, Lilian Armitage Charity, Tudor Trust, Lady Hind Trust, Hopestead, Peoples Postcode Trust, Norfolk Community Foundation and National Lottery Community Organisations Cost of Living Fund. £1,029 capital costs funded by the service are carried forward to 2024/25.

- Hardship Support Vouchers

We distributed £10,000 of Hardship Support Vouchers to clients across all services. These were funded through Norfolk Community Foundation.

- Accommodation

£29,386 is carried forward into 2024/25, this is the net value of Equipment and Lease Costs & Improvements acquired through funding received for accommodation.

- Fundraising

£2,500 consultancy costs have been carried forward into 2024/25. This funding is to support our application for and implementation of a Legal Aid Contract.

NORFOLK COMMUNITY LAW SERVICE LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

- Norfolk Community Advice Network

This service is fully funded by Norfolk County Council, NHS Norfolk & Waveney ICB and Norwich City Council. £382,802 revenue reserves are carried forward into 2024/25, along with £1,101 capital costs funded by the service.

18. Other financial commitments

On 29 March 2021, the company signed a ten-year lease agreement on a property - 14 Prince of Wales Road, Norwich. The agreed rent on the property is £22,360 per annum which is subject to review on the fifth anniversary of the lease. The company has given notice to terminate the lease with effect from 29th March 2025 and negotiations are under way to secure a lease on a new property to be completed by the end of the first quarter of 2025.

19. Related party disclosures

All related party relationships and interests are required to be disclosed and documented at every Board meeting.

There were no related party transactions for the years ended 31 March 2024 or 31 March 2023.

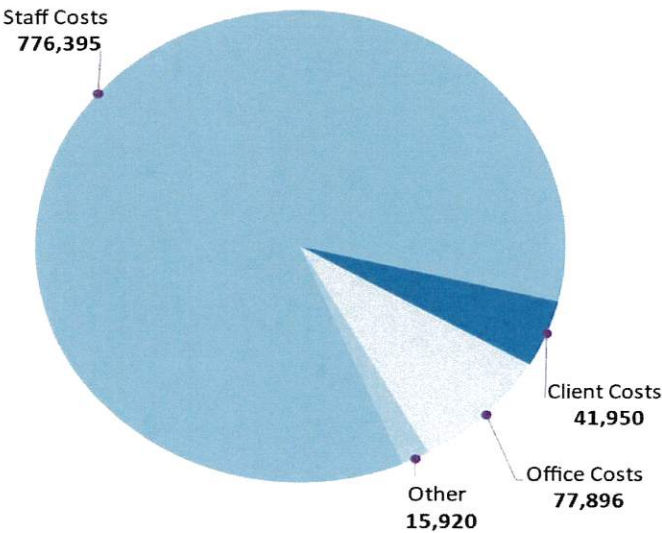
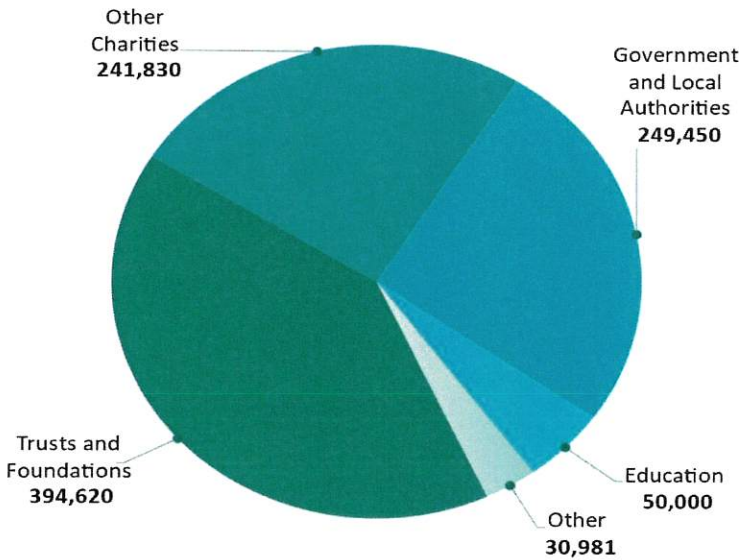
20. Cash generated from operations

	2024 £	2023 £
Surplus for the year	298,052	132,894
Adjustments for:		
Investment income recognised in statement of financial activities	(9,108)	(1,786)
Depreciation and impairment of tangible fixed assets	10,578	15,926
Movements in working capital:		
Decrease/(increase) in debtors	305,607	(263,224)
(Decrease)/increase in creditors	(133,613)	142,222
(Decrease)/increase in deferred income	(169,987)	199,791
Cash generated from operations	301,529	225,823

	2024 £			2023 £		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Income	157,936	808,946	966,882	125,467	744,740	870,207
Expenditure	116,584	795,578	912,161	49,985	745,638	795,623
Surplus/ (Deficit)	41,353	13,368	54,720	75,482	(898)	74,584
Fund balances at 1 April 2023	272,929	72,503	345,432	197,447	73,401	270,848
Fund balances at 31 March 2024	314,281	85,871	400,153	272,929	72,503	345,432

INCOME NCLS ADVICE SERVICES 2023-24

TOTAL
£966,882



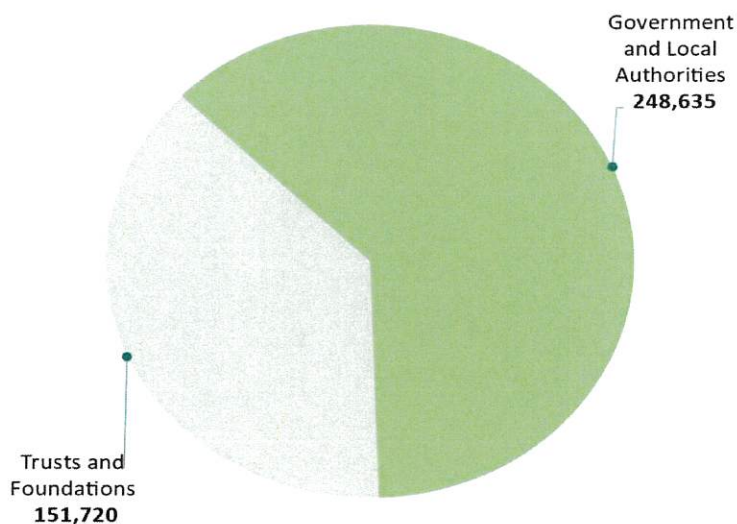
EXPENDITURE NCLS ADVICE SERVICES 2023-24

TOTAL
£912,161

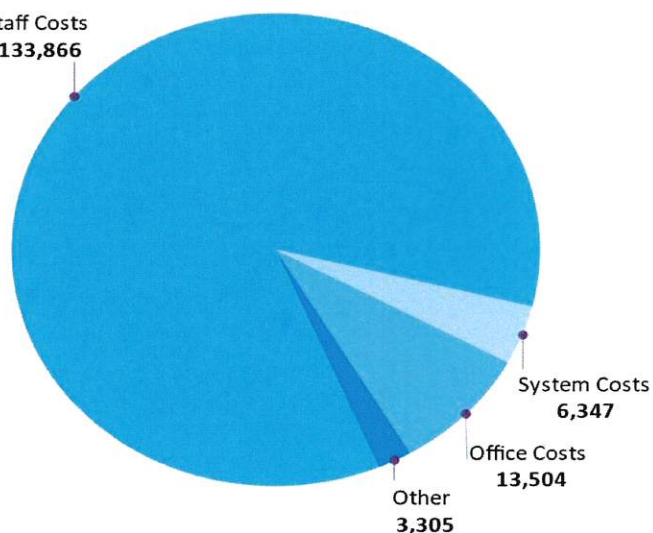
	2024 £		2023 £	
	Restricted Funds	Total Funds	Restricted Funds	Total Funds
Income	400,355	400,355	173,067	173,067
Expenditure	157,023	157,023	114,757	114,757
Surplus/ (Deficit)	243,332	243,332	58,310	58,310
Fund balances at 1 April 2023	140,571	140,571	82,261	82,261
Fund balances at 31 March 2024	383,903	383,903	140,571	140,571

**INCOME
NORFOLK COMMUNITY
ADVICE NETWORK
2023-24**

**TOTAL
£400,355**



Staff Costs
133,866



**EXPENDITURE
NORFOLK COMMUNITY
ADVICE NETWORK
2023-24**

**TOTAL
£157,023**