

Company number: 3524063  
Charity Number: 1069157

# Quaker Social Action

Report and financial statements

For the year ended 31 March 2021

# Quaker Social Action

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### For the year ended 31 March 2021

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## **Introduction**

This financial year, which began a few days into the UK lockdown as a result of the Covid pandemic, might well have proved the most challenging to QSA in all of its 150+ years of history. The requirement to pivot, with immediate effect, into a new way of working as staff and volunteers, was the first challenge. The implications for our services was our second challenge. QSA is a multi-purpose organisation meaning all of the work we deliver is different; a blend of face to face or phone support, a mix of local and national and offering support to a wide cross-section of people who are managing on a low income.

We had already anticipated one grim and sad consequence of a pandemic; that calls to our Down to Earth funeral helpline might increase, and as the death toll rose this did indeed prove to be the case. Putting in place a new triage service and a clear, regularly updated information resource online for funerals under Covid restrictions helped to ease this load.

We also saw that the lockdown would require some serious analysis of the viability of Homestore, our furniture reuse project.

For everything else we did, we had to think hard – and quickly – about what we could pivot to a virtual offer and what we couldn't, leading to decisions about which staff to furlough.

QSA's income streams are varied, which has always been a source of strength, but they were now each differently vulnerable, as we sought to assess how our supporters and funders might respond, but also the small organisations who are tenants in our building and people who had previously paid to attend our training courses.

We set a risk averse course, minimising expenditure and taking the difficult decision to close Homestore for good. But we also worked hard to get all of our services up and running at the earliest opportunity and to project a can-do approach through a "practical and positive" fundraising appeal. QSA's funders stepped up with unsolicited and much appreciated additional donations and our fundraising team secured several large opportunities, in particular from the government's coronavirus community support fund for Down to Earth.

Alongside this, work continued with the planned merger with Quaker Homeless Action, which had already been six months in the planning and which was completed in December 2020. This provided QSA with restricted funds to undertake work in the field of homelessness, a new and exciting opportunity. We commissioned research to stimulate ideas and expect to launch several initiatives in the next financial year.

It has been a difficult year, but also one of great collaboration and QSA ends the year as a demonstrably resilient organisation, both financially and in terms of services.

## Charitable objectives and activities

### Charitable objectives

Our charitable objectives state *“Through innovative schemes designed to promote social justice and the personal development and the physical and spiritual welfare of individuals and groups, to witness Quaker testimonies to the equality of all humankind, to truth, personal integrity, simplicity and peace, and to promote co-operation and harmony between all people”.*

We fulfil this through our mission - *“to enable people on low incomes in east London and beyond to seek solutions to the issues affecting their lives. To do this we listen to, and respond to, the needs of the community, by running practical, sustainable and collaborative projects. We share our learning with others when it is clear that it has the potential to bring benefit to communities outside of our own.”*

### Public benefit

We offer a range of services to those who are managing on a low income. We promote our work widely to ensure our services are accessed by the people who would most benefit from them. While our primary focus is east London, the issues we address are widespread so some of our services have a national reach and one of the core elements of our mission is to share our learning with communities beyond our own. QSA is not a membership organisation. The trustees have no influence on who can access the charity. No trustee or staff member receives private benefit from QSA.

### Charitable activities and aims

Our ambition is to use evidence of need – from research, public policy and from our own beneficiaries – to build small-scale projects, of excellent quality, often addressing a niche issue. We value our independence as a charity and our ability to test out new ideas. This position is enhanced by the unrestricted income we receive and which we generate. This year, QSA delivered nine activities and planned for work under a new homelessness theme as a result of merging with Quaker Homeless Action.

**Homestore** has been in operation since 1989 **enabling low-income households in east London to access affordable furniture** and thus reduce the financial pressure of debt. We run a store for people on low incomes to furnish their homes at a third of the price of second-hand shops. Due to the pressures of keeping Homestore viable during the pandemic and long-term uncertainty about the viability of furniture reuse services, this project closed in July 2020.

**Made of Money**, which began in 2005, **supports people on low incomes in east London to talk, listen and learn about money and its impact on their daily lives.** We achieve this by enabling participants to share their hopes, fears and aspirations about money in a non-judgmental environment. We run a training programme for professionals, based on insights gained through direct support. As at the year-end, Made of Money is staffed by 3 people, 1.0 full time equivalent.

**This Way Up** began in 2012 with the aim of **enabling people to develop self-awareness, emotional resilience and motivation to take steps towards their goals in life**. The project recognises that people can benefit from help to get their lives back on track, particularly if they feel held back by challenging circumstances or difficult past experiences. We provide intensive one-to-one life coaching sessions combined with group mindfulness courses. The work is delivered by a community interest company, Rising Minds, and involved 360 hours of their time over the year.

**Down to Earth** opened its doors in 2010, with the aim of **enabling people on low incomes to arrange meaningful funerals that are as affordable as possible**. Our UK wide telephone helpline supports bereaved people to better understand their options when it comes to deciding upon the aspects of a funeral and to assist with support to obtain statutory or charitable funding to meet the cost. As at the year-end, Down to Earth is staffed by 7 people, 3.2 full time equivalent.

**Move on Up** started in 2017, with the aim of **enabling young adult carers to identify learning and career opportunities and to gain independent living skills**. This is achieved by offering the UK's first supportive housing project for young adult carers, with four properties within east London. As at the year-end, Move on Up is staffed by 2 people, 0.6 full time equivalent.

**Bags of Taste** started in 2018, with the aim of **enabling people to become more confident in shopping and cooking affordable and nutritious meals**. This is achieved by offering community cookery courses, in a sociable setting, with advice about where to shop for the ingredients and the opportunity to embed the recipes learnt by purchasing a bag of ingredients for home. This is a pilot project, with QSA delivering work in Tower Hamlets as a social franchise of Bags of Taste, a community interest company. Bags of Taste was staffed by 1 person, 0.4 full time equivalent, until the pilot ended in March 2021.

**Aberfeldy Big Local** is an initiative QSA started working with in 2018, with the aim of **enabling residents of the Aberfeldy estate in Poplar, Tower Hamlets to invest £1 million from Local Trust to make the area a better place to live**. To achieve this, we support the local community to build their capacity to have greater control over their area, to provide places that are fit for purpose, develop strong partnerships and ensure a strong voice for the community. As at the year-end, Aberfeldy Big Local is staffed by 5 full time staff members.

**Pimlico Million** is another Big Local initiative which QSA started working with in July 2019, with the aim of **enabling residents of the Pimlico area of Westminster to invest £1million to make their area a better place to be**. To achieve this, we support the local community to build capacity, partnerships and voice. As at the year-end, Pimlico Million is staffed by 1 person.

**Worlds End & Lots Road Big Local** is a third Big Local initiative QSA started working with in November 2019, with the aim of **enabling residents of the Worlds End area of Kensington & Chelsea to invest £1million to make their area a better place to live**. To achieve this, we support the local community to build capacity, partnerships and voice. As at the year-end, Worlds End & Lots Road Big Local is staffed by 3 people, 1.6 full time equivalent.

## Grant giving

QSA continues to make small benevolent grants to bereaved Down to Earth clients, specifically people beyond the remit of most statutory support, with a focus on children and young people and on people bereaved and impacted by the pandemic. This grant-making is not publicised to our service users to exercise discretion given the limited resources we have available.

## Input from volunteers

QSA received 564 hours of volunteer time across the year, from 20 volunteers. This support is invaluable in enabling the work of this services to continue.

## Partnerships

This year QSA worked with 907 other organisations in pursuit of its charitable objectives. In previous years this number has been bolstered by high numbers of funeral directors signed up to our Fair Funerals pledge. Last year we redesigned this from scratch and currently have 176 funeral directors who comply with the more stringent requirements. The remaining 731 organisations work with the other projects. This can take the form of a referral relationship, such as 399 organisations referring into Down to Earth. Some are significant formal partnerships, such as with Commonweal Housing within the Move on Up project, or with Tower Hamlets Educational Business Partnership for the Abacus work that sits within Made of Money.

## Measuring success

QSA uses an impact framework to measure the success of each activity undertaken. This sets out the overarching aim for each project, with more detailed outcomes and outputs for each activity. It also sets out how we measure outcomes and outputs, using a range of tools, distinctive to each activity.

Project managers produce a quarterly impact report, based on what they have achieved, evaluated and learned over that period. This is an evidence-based tool to understand what is working about our interventions and what needs further development. The report includes a traffic light assessment of performance. Trustees receive and review these reports each quarter.

## Achievements and performance

### Summary of performance

#### Direct delivery

**975** people were supported directly by staff across QSA this year. This is a marked downturn on the previous year's total, of 2,071 people, predominately as a consequence of the closure of Homestore and the disruption to services due to the pandemic. In addition, **229** (129) professionals from other organisations were recipients of training, making a total of **1,204** (2,200) **direct beneficiaries** this year.

These figures and the subsequent data exclude the high levels of community engagement from the three Big Local projects whose work we support but whose outcomes are not owned by QSA.

The geographical distribution of our service users was also altered by the closure of Homestore:

- 22% (58% last year) delivered in Hackney, Newham and Tower Hamlets
- 3% (11%) delivered in other east London boroughs
- 35% (11%) of activities took place in the rest of London
- 40% (20%) of activities took place outside London

The demographics of people who used our services also changed as a consequence of closing Homestore; we can see a marked decrease in people from within BME communities, now that more of our work is delivered outside of London, but a marked increase in people with a disability:

- 53% (80% last year) were from a BME community
- 72% (61%) were women, 39% (37%) were men, 0.4% were non-binary
- 94% (91%) were fluent in English
- 57% (65%) were aged 25-55, 11% (11%) were under 25, 32% (24%) were over 55
- 34% (34%) were in some form of employment
- 41% (24%) had a disability

## Digital reach

There was significant growth in QSA's digital reach where we saw many more people being reached by our online resources. For example, this year:

- 61,172 (56,544 last year) people visited the QSA website
- 40,868 (36,974) users accessed "we can help" pages including:
- 21,878 (1,811) users accessed Down to Earth's funeral guidance resources, with 17,718 making use of our new guide to organising an affordable and meaningful funeral during the pandemic, which was launched in March 2020
- 2,197 people used Made of Money resources, launched during the pandemic, providing practical guidance, tips and links to accurate information on managing finances.
- 931 people used This Way Up's guides to mindful wellbeing during the pandemic.

## Sharing our learning

We also engage with others collaboratively using a range of **social media** channels, including twitter, which has seen a steady growth this year, gaining 300+ followers since March 2020. We've had effective engagement with professionals here, to further share our resources, for example, a tweet containing our coronavirus funeral guide was seen over 35k times and gained 972 engagements in April 2020.

We also engage where we can with the **mainstream media** to push our reach, such as on [BBC Breakfast](#), [ITV Tonight](#) and in [Metro](#), a [Move on Up article in Inside Housing](#) and [Stylist](#), and [The Friend](#).

Our **training** of professionals is another key plank of that strategy and we trained 200 people from across the UK this year. The removal of geographical constraints as a consequence of the pandemic and pivoting to online delivery has led to significant increases in the number of training participants from outside of London:

**56%** of Down to Earth training participants were from outside of London, compared with **37%** prior  
**84%** of Made of Money participants were from outside of London, compared with **51%** prior

Our ambitions for sharing our knowledge also extend to **influencing others** and we achieved this most noticeably with our advocacy for change within the funeral industry. Each year in the UK, up to half a million people purchasing a funeral (whether preparing for their own death, or bereaved families/friends arranging the funeral of a loved one) can be expected to benefit from improved funeral price transparency after the Competition and Markets Authority (CMA) issued an order, in July 2021, making it compulsory for all funeral directors to publish their prices using a standardised price list. This order was the main practical outcome, to date, from the CMA's investigation into the funerals market during 2018-20, which QSA had helped to bring about through the Fair Funerals campaign 2014-2018. QSA's Down to Earth team engaged fully with the CMA's investigation, providing feedback at every stage of consultation, backed up by detailed evidence from Down to Earth's funeral costs helpline.

Another key achievement in this financial year was a **merger** at the end of November 2020 with the charity Quaker Homeless Action (QHA). This was the culmination of over a year of discussion and careful planning with the QHA trustee body. The merger was relatively straightforward; no staff were employed at that point by QHA so TUPE did not apply. A vehicle was handed over, equipped as a mobile library for the homeless. QSA also took over the ownership of loan notes, a piece of programme related investment pertaining to the properties utilised by the Move on Up service.

## Project achievements and performance

**Homestore** was our furniture reuse project based in Stratford, east London. Our operations this year were limited to closing down operations and selling off the remaining stock. In the month we were open we had 67 customers visiting the store, saving them an estimated £3,675, for the 231 items we sold.

The decision to close down Homestore – an east London institution operational for 32 years – was not an easy one, but the pandemic meant that the operating model of the project was no longer viable. QSA was able to secure a tenant for the space – a community interest company providing affordable furniture – so local residents still have access to a comparable service.

Founded in 1989, we estimate that in its lifetime Homestore reached 32,414 households, leading to £4,359,185 of savings. Our work was supported by 2,313 volunteers and we estimate our vans, delivering and collecting furniture, travelled 428,946 miles – over 17 times around the globe.

**Made of Money** is our financial wellbeing project for families and individuals. We work mainly in east and north London, with schools, community centres, housing associations and other partners, supporting people on low incomes and those with an experience of homelessness and mental health difficulties.

This year as a result of changes brought about by the pandemic, all Made of Money courses were delivered virtually. In total Made of Money delivered courses to 72 families and individuals. We also provided one to one sessions to 58 people. Our impact is measured against our outcomes of improved communication around money, better control over finances and greater confidence in financial decision-making.

We ran various offshoot projects. Up to Speed, embedding digital skills into our financial wellbeing courses, was delivered in partnership with Bromley-by-Bow Centre. We continued work with the Money and Pensions Service to design the training for their Financial First Aiders project, which trains employees to support colleagues around personal finance. We designed and delivered training for Orbit Group housing



### Trustees' annual report

#### For the year ended 31 March 2021

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association to provide financial well-being courses for their residents in England and we continued the Abacus project to parents in partnership with Tower Hamlets Education Business Partnership.

In April 2020 we began a more in-depth engagement with schools, offering a broader range of options including workshops, one to one sessions and staff training. We successfully bid to run the England Money Guider Network on behalf of the Money and Pensions Service. This project began in March 2021.

Participants said:

*"I learnt how we can prioritise our spending, what is important and less important. Also, how we can teach our children these things."*

*"My husband says his income is too low for us to save money. I am going to try saving small amounts every day, maybe we can save £10 a month and not £50. I can show him we can save money."*

Through our training programme we worked with 120 people from 26 different organisations over 24 training events. These courses are delivered to staff from local authorities, housing associations and charities. We ran a series of half-day workshops on a quarterly basis across the year: Better Budgeting, Talking to Children about Money, Reducing Energy Costs and Starting Positive Conversations about Money.

**This Way Up** uses coaching and mindfulness to support people to feel more in control of their lives. Usually, the project delivers two courses within a financial year but a tweak to the annual calendar led to three tranches in the previous financial year, and one this one, supporting 16 people.

The average participant scores on the World Health Organisation's Wellbeing Index went from 9.5 at the start, out of a possible score of 25, indicating moderate depression, to 16.1 at completion, a score that indicates the borders of good mental health – and an improvement of 69%.

The clients we worked with in this tranche had a broad range of personal struggles. These include living with ongoing health conditions, recovery from abuse and childhood trauma, mental health (including depression and addiction), recovery from addiction, social isolation, family conflict and breakdown, single parenthood, caring responsibilities, long-term unemployment.

We continued to invite back previous participants to the mindfulness course in an assisting role, providing them with an opportunity to develop skills in facilitating positive change in others. It also proved successful in giving new participants a sense of the longer-term benefits of the programme, as they got to hear from previous participants how they are continuing to notice positive improvements in their lives.

Participants told us that what was most helpful about the programme was:

*"The knowledge of how the mind works. Especially thoughts are not facts."*

*"The kindness and tolerance of everyone involved."*

*"Having a specific time to spend on meditation and mindfulness which formed a structure in the week. It was lovely. Thank you."*

*"Consistency: week by week building. Gentle, non-judgmental, accepting environment. Lovely space to relax and experiment and get in touch with myself."*

This Way Up provided a number of additional services in response to the coronavirus challenge:

- 'Pop-up' lockdown Zoom course in May-June 2020: a specially designed six-session 'pop-up' Zoom based course open to all 'graduates' of This Way Up programmes over the previous eight years. The course was designed to help people refresh and deepen their mindfulness-based resilience skills, and to apply them in navigating these challenging times of lockdown. The sessions attracted 25 attendees and achieved a high level of engagement and interaction.
- Open access mini mindfulness course: during February and March 2021 this free course 'Mindfulness for Wellbeing & Resilience During Challenging Times' was open to anyone. It was very well attended, with more than 60 people from across the UK coming. Feedback on the sessions was extremely positive. Several attendees went on to take part in the full TWU programme.
- Monthly Drop-in Workshops for TWU 'graduates' in Feb-March 2021: this was open to anyone who had been on TWU since the programme's inception in 2011. Attendance averaged 14 people per month.

**Down to Earth** supports people on low incomes to access meaningful funerals that are as affordable as possible. We took on 643 new clients this year, with 98% either arranging a funeral or planning ahead for the future. For clients where the funeral has taken place, support is available at any time via our bespoke online platform. During this year we saw 2,074 users of this tool.

The pandemic has had a significant impact on the service, through the huge increase in deaths and the extra financial difficulties experienced by thousands of people. We supported more than double the number of new clients from December 2020 to March 2021 compared to the previous year. During periods of peak demand for the helpline in spring 2020 and winter 2021 we implemented a new 'triage' system, involving newly trained volunteers and redeployed staff to manage the caseload and enable the team to provide a prompt service. We also created and updated online resources on funeral options and how to reduce costs, and on organising a funeral during the pandemic. 17,718 users accessed the coronavirus resources alone and a hospice professional told us: *"Those words and ideas have been phenomenal and have really helped. ... There are so many ideas on there that are so simple, that people hadn't thought of."*

We continued to contribute to the Competition and Markets Authority's (CMA) investigation into the funeral sector. The outcome of this has been less far-reaching than we'd hoped - for example, the final recommendations did not include the creation of price controls. However, it is still clear that our submissions have had an impact. The CMA will issue an enforceable Order by 17 June 2021, including a requirement for UK funeral directors to publish all their prices and third-party fees both online and in branch. As well as the introduction of a standardised, disaggregated price list, other elements we have campaigned for will also be required, such as displaying a business's payment terms, including deposit amounts, and any interest and charges for late payment.

We have continued to provide excellent support for our clients and for those where we have received feedback, Down to Earth's advice helped them save an average of £1,143 against the cost of a funeral and raised an average of £2,541 towards it.

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Our clients told us:

*"We would have been lost and in a huge debt if [Down to Earth] hadn't got in touch. It was really difficult losing both parents in a short space of time but ... I can grieve for them both without having money problems on my mind."*

*"I felt completely alone until I spoke to you. You have been a great support and made me stronger"*

Royal London's 2020 report estimated the average cost of a funeral as £3,837, an increase of 1.4% compared to 2019, which mainly stems from rises in burial and cremation fees, with funeral director fees experiencing a below-inflation increase. Down to Earth has continued to push for change around funeral and bereavement benefits through liaising with the DWP and Social Security Scotland. An increase of £300 in the capped portion of the funeral payment was achieved in April 2020. We have also taken the opportunity to publicise the continuing scandal of funeral poverty and high prices, by either appearing ourselves in the media, or by providing a spokesperson with lived experience.

Due to the pandemic, we paused the pledge for six months while we focused on the helpline. We ended the year with 169 signatories to the new pledge 2020. Given that the CMA's order will now lead to funeral pricing transparency across the UK, we are now assessing the best way forward and considering whether we can have a greater impact for bereaved people by focusing on other funeral industry issues.

**Move on Up** is our shared housing project for young adult carers, offering high quality housing with support for up to two years. Move on Up is the first project of its kind in the UK. Young adult carers were targeted due to the issues they can face moving into independence, after a childhood that could have been marked with challenges as they struggled to balance caring responsibilities with their education.

This year, 12 young adult carers received support. All new tenants move into a furnished property and receive a package of person centred support. Each tenant undergoes housing training in the form of Crisis' Renting Ready and receives ongoing support to address issues of learning, employment and ultimately on moving on. Our clients get support with a wide variety of goals, such as work and education.

This year of lockdown and economic disruptions was very challenging for our residents, with some losing jobs or being furloughed, and others having other educational, or travel ambitions curtailed. Our ability to support them in person was hindered for much of the year, though outside meetings were arranged where practicable, and even organising repairs or standard maintenance visits was challenging.

The project continues to provide a safe space for young adults, as one tenant told us:

*"For me it's important to have my own space where I can be vulnerable and then pick myself back up again when I need to. It's so much better to be in a good mental state so that you can support someone else."*

**Bags of Taste** works with people in or at risk of food poverty in Tower Hamlets. QSA runs this project as a social franchisee of the original Bags of Taste community interest company. It is focused on breaking down barriers stopping people from cooking affordable and healthy meals at home.

This is ordinarily a very social project, with a large group of people coming together to cook and eat together. It proved challenging to pivot this project to an online model in the early months of the lockdown, given the potential risks and challenges of shopping for the ingredients and, even if we did the food shopping, getting those ingredients across Tower Hamlets to the participants' homes.

We were eventually able to run two courses, attended by 39 people, delivered virtually, with simplified and meat free recipes, learners cooking along with us, and food delivered by a new tranche of volunteers on bike or by car.

At the end of the year, we decided to bring Bags of Taste to a close. It has provided a really useful entry point to running a food-based project and demonstrated the multiple benefits to health, wellbeing and personal finances of such work. We will take that learning forward into a new QSA project, Cook Up – a kitchen for those without a kitchen – launching mid 2021.

**Big Local** - QSA also oversees three pieces of work as part of the Big Local programme. Big Local aims to empower residents in 150 areas across the UK to make a positive and lasting change in their communities by giving them control over £1 million, to be spent between 2016 and 2026. Each area selects a Local Trusted Organisation (LTO) to hold funds, ensure financial propriety and offer advice and support based on our expertise in social change.

The three areas QSA supports are:

- **Aberfeldy Big Local** – is on the Aberfeldy estate, in Poplar, Tower Hamlets. QSA became the Local Trusted Organisation (LTO) in 2018. This year, Aberfeldy Big Local (ABL) supported residents to better understand significant new regeneration plans within their locality and to participate in consultation work around the redevelopment of local green space. When the pandemic hit, ABL was active in supporting local families through organising the distribution of books, games and arts & crafts activities. A whole new staff team of three people was recruited in the winter and occupancy was taken of a street-front community space, which was able to cautiously open to the neighbourhood in the spring of 2021.
- **Pimlico Million** - is in the Pimlico area of Westminster. QSA became the LTO in 2019. This year, Pimlico Million (PM) took on a new office space within a community hub to increase visibility and accessibility to the community. PM consulted with local residents to submit an ambitious new plan to improve the neighbourhood and undertook some grant giving, such as to local foodbanks as well as other ideas to support the community as lockdown eased.
- **Worlds End & Lots Road Big Local** – at the bottom of the Kings Road in Kensington & Chelsea. QSA became the LTO in 2019. Much of the work of Worlds End & Lots Road (WELR) takes place within their community hub, so this year saw closures, gradual reopening, and then more closures as London moved through various tiers and lockdowns due to the pandemic. WELR took the opportunity to set up new partnerships in order to have new activities in place post-pandemic, with a renewed emphasis on wellbeing. They also consulted widely to prepare for the submission of a new plan which was required for the summer of 2021.

## Strategy and plans for the future & the implications of Covid 19

At the very start of this financial year, QSA, like all UK charities, was in the very early throes of the first lockdown. Significant remedial action was taken, including closing QSA's longest standing project, Homestore. Throughout the year, we continued to mostly work at home while gradually moving from a part-furloughed organisation to a one where all services were operational, albeit virtually. This model, which felt at the time of planning like an emergency response, became more like the "new normal".

Therefore, our planning has focused on how to move beyond this state of affairs and to assess the implications for the future based on what we've learned over the last year. We commissioned an internal report at the start of 2021 to reflect upon the pandemic, its implications for the people who used our services, and its implications for us. Service users and staff were interviewed to provide specific insights to sit alongside desk research about those most affected by the lockdown, which has exacerbated pre-existing inequalities.

Trustees reflected upon the findings of this research in the spring, and this has led to several strands of work being pursued already; our commitment to diversity will be strengthened by a bespoke piece of work supported by an external advisor and we will invest further in our digital capacity and knowledge to ensure our services keep pace with this area and as we push to reach even more people virtually.

In terms of work streams, trustees also committed to taking forward three new pieces of work as a result of an internal review paper undertaken in the run up to the merger in December 2020 with Quaker Homeless Action. QSA set up a Quaker homelessness forum, a pilot project called Cook Up – a kitchen for people without a kitchen – and relaunched the QHA mobile library as Turn a Corner, with a higher investment of staff time and a more ambitious outreach agenda.

The community development work that QSA oversees as part of the Big Local programme has also been well received, leading to approaches from a further two Big Local areas in London. If these come to fruition then this area of work will become an increasingly important part of our portfolio, albeit for a limited period of time, given the whole Big Local programme will wind down over the next four years.

With very few exceptions, QSA staff have worked at home for most of this financial year, and, like all employers, QSA has had to put considerable attention into supporting their wellbeing throughout the various hurdles of the year. The future of the workplace has been much debated and remains a source of active planning and consultation within QSA. The overall ambition is for a mode of hybrid working, with a strong emphasis on flexibility, but acknowledging the importance and value of connecting with clients, colleagues and others face to face.

QSA has been working hard on developing an adaptive strategy to move forward in what continues to be uncertain times. We've already prioritised diversity and digital as key planks of this. We are keen to reach more people than before, using a wider variety of means beyond just our traditional face to face methods. We have a strong ambition too, to maximise the influence we can have, when we share our learning to advocate for systems change for those we work with.

## Principal risks and uncertainties

The oversight of risk sits within the governance & nominations committee, which addresses risk under the broad areas of strategic, regulatory, financial, health and safety, operational and people. The summary of principal risks this year is as follows:

Over the year, significant work was undertaken to complete and then communicate a planned merger with Quaker Homeless Action. This process went well but QSA now needs to adapt to addressing homelessness as a new area of work in a way that best fits our ethos and strengths. The continuing uncertainty around Covid leads to ongoing risks to our service delivery and the management of staff wellbeing and home vs hybrid vs office-based working. There is a clear need to focus even more on digital services, but this brings risks of client exclusion, and of overstretch within our services as we grapple with newer modes of delivery.

The oversight of this complexity has been mitigated somewhat by increasing the resources within the leadership team, bringing in a new head of services role. QSA's financial health has remained good this year, bolstered by the merger and by a succession of successful funding bids, but the need to plan carefully for longer term financial sustainability remains a key priority.

The trustees are satisfied that systems are in place to mitigate against major risk to the charity and are comfortable with assessing risk as part of their decision-making, and furthermore, are confident that the charity's response to the pandemic was quick, decisive and risk aware.

## Fundraising activities

Fundraising activities for QSA involved the securing of funds through applications to foundations, as well as engaging with individual donors, primarily Quakers. Costs, other than staff time, were minimal. All fundraising was undertaken in house and without third parties such as professional fundraisers.

QSA has complied fully with the Fundraising Regulator's Code of Fundraising Practice and has received no complaints about non-compliance. The need to protect vulnerable people and others from unreasonable intrusion and pressure to give is fully understood. We maintain records of supporters' consent for different types of communication from us, we don't phone supporters to ask for money and fundraising appeals are in writing and limited in number throughout the year.

The guiding principle for our fundraising is to hold ourselves to high standards. We work collaboratively to present an evidence-based case to our donors and supporters, and we proactively seek new opportunities to work with funders whose values align with our own.

#### Our funders

QSA would like to record their thanks to the many individuals, Quaker meetings and organisations which support the charity financially. During the financial year ending 31 March 2021 the following organisations provided funding to QSA (plus certain other funders which wish to remain anonymous):

Aberfeldy Big Local  
Balcombe Charitable Trust  
Barbara Cairns Charitable Trust  
Beazley Group  
Brewster Maude Charitable Trust  
BroadbandUK  
Bryan Lancaster's Trust  
C B & H H Taylor 1984 Trust  
Charity of Sir Richard Whittington  
Commonweal Housing  
Coronavirus Community Support Fund (HM Government) distributed by National Lottery Community Fund  
Dignity PLC  
Esmée Fairbairn Foundation  
Fishmongers' Company's Charitable Trust  
Friends Trusts Limited  
George Cadbury Fund  
Good Things Foundation – Power Up Initiative  
Lambert Charitable Trust  
Leathersellers' Company Charitable Fund  
Lloyd's Community Programme  
Local Trust  
London Quaker Service Trust  
Mollie Croysdale Charitable Trust  
Money and Pensions Service  
Ogilvie Charities  
Orbit Group  
Pears Foundation  
Pimlico Million  
Quaker Homeless Action  
Royal London  
Segelman Trust  
Sir James Reckitt Charity  
TL Trust  
Tudor Trust  
WF Southall Trust  
William Allen Society  
William P Bancroft Charitable Trust  
World's End and Lots Road Big Local  
Zephyr Charitable Trust

## Financial review

### Summary of financial performance

The start of this financial year, in the first few weeks of the pandemic, caused a significant level of financial uncertainty. QSA trustees set up a small crisis Covid task group specifically to oversee the many changes required to respond to lockdown and to map out how the changes to our income, our expenditure and our services would affect our financial health. QSA was set upon a course of financial prudence, and risk minimisation, which included the closure of the Homestore project. Some staff were furloughed, but for as minimal a period as possible, but this provided time for us to ensure they were as effective upon their return. A specific appeal was launched in the summer to our supporters, and we were very appreciative of the generosity of some of our funders, who provided unsolicited and unrestricted additional donations. As we moved through the year, we became more confident about our financial position and of our ability to navigate these previously uncharted waters

The income of £2,137,426 exceeded expenditure of £1,380,831 giving a surplus of £756,595 including an increase in unrestricted funds of £99,154.

Of the total income, £325,104 is income from Local Trust which QSA receives on behalf of the three Big Local projects for which it is the Local Trusted Organisation (LTO): Aberfeldy Big Local, Pimlico Million, and World's End and Lots Road Big Local. Also, within the total income, QSA received significant net assets through the merger with Quaker Homeless Action, valued at £649,879, restricted for homelessness work.

QSA's total funds balance at the year-end (including Local Trust funding as described above) stood at £1,839,562. This is represented by fixed assets of £145,402 plus programme related investments of £362,390 and investments £8,237 and net current assets of £1,323,533. The latter figure is composed of cash, debtors of £1,498,520 less creditors and prepaid grants and unpaid expenditure of £174,986. QSA is registered for VAT.

Sources of income:	Amount	% of income
Income from Local Trust which QSA receives on behalf of the three Big Local projects	£325,104	15.21%
Earned income – funds we generate from mostly Homestore's sales of goods, Made of Money & Down to Earth training, rental from Homestore premises and Move on Up properties.	£101,446	4.75%
Other income	£42,251	1.98%
Income from individual supporters and Quaker meetings	£218,681	10.23%
Legacies	£10,000	0.47%
Trusts and foundations	£522,080	24.43%
Fair value of net assets received on combining with Quaker Homeless Action – including programme related investments £362,390 and current assets of £274,439	£649,879	30.40%
Income from companies	£54,277	2.54%
HMRC CJRS Grant Income	£59,984	2.81%
Income from social housing sector	£45,340	2.12%
Income from public sector	£108,384	5.07%



34% (£727,791) of income was unrestricted enabling us to exercise significant flexibility and judgement in the furtherance of our charitable objectives. QSA is not financially dependent on support from any individual, corporation or donor. Income from charitable trusts totaled £522,080. Grants of £500 or above are listed in notes 2 and 3 of the financial statements.

In the financial year ending 31 March 2022, QSA expects to receive two significant legacies with an estimated total value of circa £400,000

### Investments

QSA has broad investment powers, if ethical and in line with our objectives. Cash surplus to operating requirements is invested in the COIF Charities Deposit Fund managed by CCLA Investment Management Ltd, yielding 0.37% interest averaged over the year. No significant events affected the financial performance of QSA specifically within the reporting period, notwithstanding the pandemic, which affected the whole of the UK, including the charity sector. QSA also has a programme related investment in the form of loan notes pertaining to the Move on Up properties, as a result of the merger with Quaker Homeless Action.

### Reserves

QSA's reserves sit at £1,839,562, consisting of £1,048,939 in restricted funds and £790,623 in unrestricted funds. The latter figure is composed of £613,914 in designated funds and a general fund of £176,709. Restricted and designated funds are listed and defined in note 18a of the financial statements.

As a multi-purpose charity, with a diverse set of activities and a wide range of funding sources, we believe the retention of a healthy level of reserves is essential to confidently plan ahead. The reserves are managed by a finance & fundraising sub-committee.

Using a risk-based approach, the committee noted that QSA's largest risk is its uncertain levels of income set against fairly fixed expenditure. This requires a careful monitoring of secured income throughout the year. Trustees felt that the current reserves position is acceptable to be able to confidently plan ahead. Designated funds of £613,914 are held:

- £103,060 held for fixed asset fund
- £208,638 held for emergency/wind down scenarios
- £302,216 held for operational contingencies given that we fundraise in-year

## Structure, governance and management

### Structure

Quaker Social Action (QSA) is the successor to the Bedford Institute Association (BIA), which came together in 1867 as an association of institutes named after the Quaker philanthropist Peter Bedford, who died in 1865. It adopted a constitution on 4 December 1943 and registered with the Charity Commission on 17 April 1963.

In 1998 BIA was renamed Quaker Social Action and was registered as a company limited by guarantee on 9 March 1998, with all assets and liabilities transferred from BIA on 27 April 1998. QSA is a registered charity

and is governed under Articles of Association that were revised and adopted on 6 June 2017.

## Governance

**Responsibilities of the trustees** - Trustees are responsible for the strategic direction of QSA, for solvency and financial probity, legal compliance, for taking broad policy decisions and for overseeing the work of the director. They meet four times a year as a management council and by serving on specific sub-committees (finance & fundraising, staffing, governance & nominations). The management council functions according to Quaker business methods, appointing a clerk (chair) from among its number to organise and record the council meetings. Caroline Tisdall became the QSA clerk in September 2019.

**Membership of the management council** - All trustees give their time voluntarily and receive no benefits from the charity. They are directors of the company and trustees under charity law.

**Method of appointment of trustees** - QSA is an expression of Quaker concern that is independent of the Religious Society of Friends (Quakers). The clerk/chair must be a Quaker/Friend. The majority of trustees must be in membership or regular attenders at Quaker meetings. Responsibility for trustee recruitment lies with the governance & nominations committee.

**Induction and training of trustees** – All new trustees receive an induction, which includes information on our history, operational structure and current activities. Copies of our governing documents are included, as is relevant information from the Charity Commission and from Companies House. Trustees are encouraged to attend governance conferences and training. New trustees are invited to visit projects and to a range of formal and informal events to build up knowledge and expertise about QSA and its work.

## Management

The director is delegated responsibility for operational decisions and day-to-day management of the charity. The current director, Judith Moran, has been in post since 2002. Her pay is set by the trustees based on a 3:1 pay ratio. This year, QSA employed an average of 39.0 members of staff.

## Statement of responsibilities of the trustees

The trustees (who are also directors of Quaker Social Action for the purposes of company law) are responsible for preparing the trustees' annual report including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent

### Trustees' annual report

#### For the year ended 31 March 2021

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- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

## Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The trustees' annual report has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

The trustees' annual report has been approved by the trustees on 14 September 2021 and signed on their behalf by

Caroline Tisdall  
Chair of trustees

Reference and administrative information

For the year ended 31 March 2021

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**Reference & administrative information**

<b>Company number</b>	3524063 – incorporated in the UK																														
<b>Charity number</b>	1069157 – registered in England & Wales																														
<b>Registered office and operational address</b>	17 Old Ford Road, Bethnal Green, London, E2 9PJ																														
<b>Trustees</b>	<p>Trustees, who are also directors under company law, who served during the year and up to the date of this report, were as follows:</p> <table><tr><td>Abby Jitendra</td><td>(appointed in September 2020)</td></tr><tr><td>Alice Jones</td><td></td></tr><tr><td>Caroline Humphries</td><td></td></tr><tr><td>Caroline Tisdall</td><td>Chair/Clerk</td></tr><tr><td>Colin Kinloch</td><td>(stepped down in September 2020)</td></tr><tr><td>Ellie Hale</td><td></td></tr><tr><td>Francesca Brown</td><td></td></tr><tr><td>Julie Fewtrell</td><td>(appointed in September 2020)</td></tr><tr><td>Laura Roling</td><td>(stepped down in September 2020)</td></tr><tr><td>Loveday Shewell</td><td>Treasurer</td></tr><tr><td>Nico Tyabi</td><td></td></tr><tr><td>Rob Anarfi</td><td>Assistant chair/Clerk</td></tr><tr><td>Sara Feilden</td><td></td></tr><tr><td>Syed Uddin</td><td>(stepped down in September 2020)</td></tr><tr><td>Tirion Rees-Davies</td><td>(appointed in September 2020)</td></tr></table>	Abby Jitendra	(appointed in September 2020)	Alice Jones		Caroline Humphries		Caroline Tisdall	Chair/Clerk	Colin Kinloch	(stepped down in September 2020)	Ellie Hale		Francesca Brown		Julie Fewtrell	(appointed in September 2020)	Laura Roling	(stepped down in September 2020)	Loveday Shewell	Treasurer	Nico Tyabi		Rob Anarfi	Assistant chair/Clerk	Sara Feilden		Syed Uddin	(stepped down in September 2020)	Tirion Rees-Davies	(appointed in September 2020)
Abby Jitendra	(appointed in September 2020)																														
Alice Jones																															
Caroline Humphries																															
Caroline Tisdall	Chair/Clerk																														
Colin Kinloch	(stepped down in September 2020)																														
Ellie Hale																															
Francesca Brown																															
Julie Fewtrell	(appointed in September 2020)																														
Laura Roling	(stepped down in September 2020)																														
Loveday Shewell	Treasurer																														
Nico Tyabi																															
Rob Anarfi	Assistant chair/Clerk																														
Sara Feilden																															
Syed Uddin	(stepped down in September 2020)																														
Tirion Rees-Davies	(appointed in September 2020)																														
<b>Director and company secretary</b>	Judith Moran																														
<b>Bankers</b>	The Co-operative Bank, PO Box 250, Delf House Southway, Skelmersdale WN8 6WT																														
<b>Auditor</b>	Sayer Vincent LLP Chartered Accountants and Statutory Auditors Invicta House, 108-114 Golden Lane London EC1Y 0TL																														

## **Opinion**

We have audited the financial statements of Quaker Social Action (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (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 2021 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
- 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 Auditor's 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 Quaker Social Action'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 other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we

## **Independent auditor's report**

**to the members of**

### **Quaker Social Action**

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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 trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report 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 trustees' annual report. We have nothing to report in respect of the following matters in relation to which 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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

## **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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.

## **Auditor's 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 an auditor's report 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.

## Independent auditor's report

to the members of

### Quaker Social Action

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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.

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 are set out below.

### Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the Finance Committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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.

## **Independent auditor's report**

**to the members of**

### **Quaker Social Action**

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A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## **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 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 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.

Joanna Pittman (Senior statutory auditor)

30 November 2021

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL



**Quaker Social Action**
**Statement of financial activities** (incorporating an income and expenditure account)

**For the year ended 31 March 2021**

	Note	Unrestricted £	Restricted £	Restricted Big Local £	2021 Total £	Unrestricted £	Restricted £	Restricted Big Local £	2020 Total £
<b>Income from:</b>									
Donations and legacies	2	594,044	6,419	–	<b>600,463</b>	457,567	10,013	–	467,580
Charitable activities									
Homestore	3a	30,062	–	–	<b>30,062</b>	151,913	68,150	–	220,063
Made of Money	3b	–	161,649	–	<b>161,649</b>	4,455	44,025	–	48,480
Bags of Taste	3c	–	30,320	–	<b>30,320</b>	557	29,952	–	30,509
Down to Earth	3d	5,018	222,214	–	<b>227,232</b>	4,563	105,460	–	110,023
Aberfeldy	3f	–	–	144,625	<b>144,625</b>	7,630	–	247,895	255,525
Move on Up	3g	62,966	7,500	–	<b>70,466</b>	68,926	–	–	68,926
World's End	3j	–	–	88,016	<b>88,016</b>	–	–	129,789	129,789
Pimlico Million	3k	–	–	92,463	<b>92,463</b>	–	–	48,671	48,671
Investments		650	–	–	<b>650</b>	3,171	–	–	3,171
Other income		35,051	6,550	–	<b>41,601</b>	7,706	–	–	7,706
Fair value of net assets received		–	–	–	–	–	–	–	–
on combining with Quaker Homeless Action		–	649,879	–	<b>649,879</b>	–	–	–	–
<b>Total income</b>		<b>727,791</b>	<b>1,084,531</b>	<b>325,104</b>	<b>2,137,426</b>	<b>706,488</b>	<b>257,600</b>	<b>426,354</b>	<b>1,390,442</b>
<b>Expenditure on:</b>									
Raising funds		95,076	–	–	<b>95,076</b>	89,744	–	–	89,744
Charitable activities									
Homestore		207,908	568	–	<b>208,476</b>	219,104	68,717	–	287,821
Made of Money		134,238	31,135	–	<b>165,373</b>	69,769	22,056	–	91,825
Bags of Taste		–	32,564	–	<b>32,564</b>	–	27,708	–	27,708
Down to Earth		–	223,912	–	<b>223,912</b>	71,670	115,473	–	187,143
Fair Funerals		3,559	–	–	<b>3,559</b>	316	–	–	316
Aberfeldy		–	–	166,006	<b>166,006</b>	–	–	206,912	206,912
Move On Up		102,986	32,000	–	<b>134,986</b>	103,724	32,000	–	135,724
Quaker Homeless Action		–	24,492	–	<b>24,492</b>	–	–	–	–
This Way Up		20,650	–	–	<b>20,650</b>	21,759	–	–	21,759
World's End		–	–	145,646	<b>145,646</b>	–	–	71,220	71,220
Pimlico Million		–	–	95,870	<b>95,870</b>	–	–	42,006	42,006
Other charitable projects		64,221	–	–	<b>64,221</b>	16,017	–	–	16,017
<b>Total expenditure</b>	5a	<b>628,637</b>	<b>344,671</b>	<b>407,522</b>	<b>1,380,831</b>	<b>592,104</b>	<b>265,955</b>	<b>320,138</b>	<b>1,178,197</b>
<b>Net income / (expenditure) before net gains / (losses) on investments</b>		<b>99,154</b>	<b>739,860</b>	<b>(82,418)</b>	<b>756,595</b>	<b>114,384</b>	<b>(8,355)</b>	<b>106,216</b>	<b>212,245</b>
Net gains / (losses) on investments	12b	–	–	–	–	–	–	–	–
<b>Net income / (expenditure) for the year</b>	6	<b>99,154</b>	<b>739,860</b>	<b>(82,418)</b>	<b>756,595</b>	<b>114,384</b>	<b>(8,355)</b>	<b>106,216</b>	<b>212,245</b>
Transfers between funds		–	–	–	–	–	–	–	–
<b>Net movement in funds</b>	18a	<b>99,154</b>	<b>739,860</b>	<b>(82,418)</b>	<b>756,595</b>	<b>114,384</b>	<b>(8,355)</b>	<b>106,216</b>	<b>212,245</b>
<b>Reconciliation of funds:</b>									
Total funds brought forward		691,469	269,334	122,164	<b>1,082,967</b>	577,085	277,689	15,948	870,722
<b>Total funds carried forward</b>		<b>790,623</b>	<b>1,009,195</b>	<b>39,745</b>	<b>1,839,563</b>	<b>691,469</b>	<b>269,334</b>	<b>122,164</b>	<b>1,082,967</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 18 to the financial statements.

Restricted Big Local funds are held and managed by QSA on behalf of the local communities. More information is provided in notes 3 and 18 on these programmes

# Quaker Social Action

## Balance sheet

Company no. 3524063

As at 31 March 2021

	Note	£	2021 £	£	2020 £
<b>Fixed assets:</b>					
Tangible assets	11		145,402		151,527
Programme related investments	11a		362,390		–
Investments	12b		8,237		8,237
			<u>516,029</u>		<u>159,764</u>
<b>Current assets:</b>					
Stock	13	–		13,849	
Debtors	13	217,890		47,459	
Cash and cash equivalents		1,280,630		1,087,203	
			<u>1,498,520</u>	<u>1,148,511</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	15	174,986		225,308	
			<u>1,323,534</u>		<u>923,203</u>
<b>Net current assets</b>					
			<u>1,839,563</u>		<u>1,082,967</u>
<b>Total net assets</b>	18a				
			<u>1,048,940</u>		<u>391,497</u>
<b>The funds of the charity:</b>	18a				
Restricted income funds					
Unrestricted income funds:					
Designated funds		613,914		517,506	
General funds		176,709		173,963	
			<u>790,623</u>	<u>691,469</u>	
<b>Total unrestricted funds</b>					
			<u>1,839,563</u>	<u>1,082,966</u>	
<b>Total charity funds</b>					

Approved by the trustees on 14 September 2021 and signed on their behalf by

Caroline Tisdall  
Chair

# Quaker Social Action

## Statement of cash flows

For the year ended 31 March 2021

### Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £	2020 £
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>756,595</b>	<b>212,245</b>
Depreciation charges	4,884	6,156
Adjustment for assets received from Quaker Homeless Action upon the merger	(375,440)	–
(Dividends, interest and rent from investments)	(650)	(3,171)
(Increase)/decrease in stocks	13,849	(508)
(Increase)/decrease in debtors	(170,430)	192,276
Increase/(decrease) in creditors	(50,322)	81,847
<b>Net cash provided by / (used in) operating activities</b>	<b>178,487</b>	<b>488,845</b>

	Note	2021 £	£	2020 £	£
<b>Cash flows from operating activities</b>					
<b>Net cash provided by / (used in) operating activities</b>			<b>178,487</b>		<b>488,845</b>
<b>Cash flows from investing activities:</b>					
Dividends, interest and rents from investments		650		3,171	
Proceeds from the sale of fixed assets		14,291		–	
Purchase of fixed assets		–		(18,640)	
<b>Net cash provided by / (used in) investing activities</b>			<b>14,941</b>		<b>(15,469)</b>
<b>Change in cash and cash equivalents in the year</b>			<b>193,427</b>		<b>473,376</b>
Cash and cash equivalents at the beginning of the year			<b>1,087,203</b>		<b>613,827</b>
<b>Cash and cash equivalents at the end of the year</b>			<b>1,280,630</b>		<b>1,087,203</b>

**1 Accounting policies**

**a) Statutory information**

Quaker Social Action is a charitable company limited by guarantee and is incorporated in the United Kingdom.

The registered office address is 17 Old Ford Road, Bethnal Green, London, E2 9PJ.

**b) Basis of preparation**

The financial statements have been prepared in accordance with 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) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

On 30 November 2020, the activities of Quaker Homeless Action (QHA) were transferred into the care of Quaker Social Action (QSA). At that date the property, cash and other assets were acquired by QSA at nil consideration. The balance of these transactions is shown on the SOFA as income to represent the net effect of the transfer of assets and liabilities. The details of these transactions are listed below.

**c) Public benefit entity**

The charitable company meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees are pleased to see that this year has ended with an increase in unrestricted funds, and that the charity was able to secure a number of additional grants to offset financial uncertainty caused by the Covid 19 pandemic. Some of the additional grants were generously provided by existing funders; QSA also secured a significant grant from the government's Coronavirus Community Support Fund, and made use of the government's furlough scheme. QSA's special pandemic fundraising appeal to supporters was successful, as was the 2020 Big Give Christmas Challenge fundraising appeal. The planned merger with Quaker Homeless Action took effect on 1 December 2020, as a result of which QSA acquired significant additional assets – albeit restricted for homelessness work – and minimal liabilities. The net effect of all of these actions gives the trustees confidence in QSA's future.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**1 Accounting policies (continued)**

**f) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

**g) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

**h) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**i) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose
- Expenditure on charitable activities includes the costs of delivering services, training courses, organising events and other educational activities undertaken to further the purposes of the charity and their associated support costs

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**j) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Charitable expenditure comprises those costs incurred by the charity in the delivery of the activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. Governance & strategic development; Project management, finance and HR; Facilities & IT; Monitoring & evaluation; Fundraising costs and Marketing & communications costs are allocated to individual charitable projects by formulae based on project working hours, together with office and premises overheads.

**k) Operating leases**

Lease charges for the photocopiers are charged on a straight line basis over the term of the lease.

**1 Accounting policies (continued)**

**l) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

▪ Computer Equipment	One third	Straight Line
▪ Office Equipment	One fifth	Straight Line
▪ Motor Vehicles	One fifth	Straight Line
▪ Freehold Property	One percent	Straight Line

**m) Programme related investments**

Programme related investments are recognised initially at cost and subsequently measured at their fair value when this can be established. Where fair value cannot be estimated, the trustees will review for indications of impairment. All programme related investments meet the definition of a basic financial instrument and have been invested in line with the charity's charitable purpose.

**Listed investments**

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Where a fair value cannot be obtained, investments are held at cost and impaired if required. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

**n) Stocks**

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis and includes transport and handling costs. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation. Provision is made where necessary for obsolete, slow moving and defective stocks.

**o) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**p) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Cash balances exclude any funds held on behalf of service users.

**q) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**r) Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

**s) Pensions**

The company contributes towards money purchase pension schemes operated on behalf of qualifying employees. The assets of the schemes are held separately from the company in independently administered funds. The contributions for the year are charged to the Statement of Financial Activities.

## Quaker Social Action

### Notes to the financial statements

For the year ended 31 March 2021

#### 2 Income from donations and legacies

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
Donations from individuals and Quaker meetings	204,720	-	204,720	121,764	-	121,764
Down to Earth	-	2,099	2,099	-	10,013	10,013
Move on Up	-	4,320	4,320	-	-	-
Homelessness	3,486	-	3,486	-	-	-
Quaker Homeless Action	4,056	-	4,056	-	-	-
Donations from legacies	10,000	-	10,000	181,189	-	181,189
Quaker funding – trusts						
London Quaker Service Trust	25,000	-	25,000	25,000	-	25,000
Barbara Cairns Charitable Trust	10,000	-	10,000	10,000	-	10,000
Sir James Reckitt Charity	11,000	-	11,000	6,000	-	6,000
William P Bancroft Charitable Trust	1,500	-	1,500	1,500	-	1,500
Friends Trusts Limited	16,740	-	16,740	17,353	-	17,353
C B & H H Taylor 1984 Trust	25,000	-	25,000	-	-	-
William Allen Society	9,740	-	9,740	-	-	-
George Cadbury Fund	9,000	-	9,000	-	-	-
Quaker Homeless Action	13,228	-	13,228	-	-	-
Trust and other funding – voluntary income						
Pears Foundation	100,000	-	100,000	50,000	-	50,000
Segelman Trust	40,000	-	40,000	35,000	-	35,000
Jacob Charitable Trust	-	-	-	500	-	500
Lambert Charitable Trust	3,500	-	3,500	3,000	-	3,000
TL Trust	1,000	-	1,000	1,000	-	1,000
Esmée Fairbairn Foundation	17,480	-	17,480	-	-	-
Leathersellers' Company Charitable Fund	10,000	-	10,000	-	-	-
HMRC CJRS Grant Income	59,984	-	59,984	-	-	-
Beazley Group	750	-	750	-	-	-
Commonweal Housing	10,000	-	10,000	-	-	-
Tudor Trust	2,000	-	2,000	-	-	-
Other trusts	5,860	-	5,860	5,260	-	5,260
	<b>594,044</b>	<b>6,419</b>	<b>600,463</b>	<b>457,567</b>	<b>10,013</b>	<b>467,580</b>

#### 3 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	Unrestricted £	Restricted £	2020 Total £
<b>3a Homestore</b>						
C B & H H Taylor 1984 Trust	-	-	-	-	15,000	15,000
Allan Charitable Trust	-	-	-	-	1,000	1,000
Eva Reckitt Trust	-	-	-	-	1,000	1,000
29th May 1961 Charitable Trust	-	-	-	-	-	-
Garfield Weston Foundation	-	-	-	-	25,000	25,000
Clothworkers' Foundation	-	-	-	-	24,150	24,150
Worshipful Company of Coopers	-	-	-	-	2,000	2,000
John Lewis Sofa Scheme	-	-	-	15,985	-	15,985
Local government contracts	-	-	-	18,056	-	18,056
Sales of Donated Furniture and White Goods	2,966	-	2,966	89,138	-	89,138
Other income from Homestore	27,096	-	27,096	28,734	-	28,734
Sub-total for Homestore	<b>30,062</b>	<b>-</b>	<b>30,062</b>	<b>151,913</b>	<b>68,150</b>	<b>220,063</b>

Notes to the financial statements

For the year ended 31 March 2021

3 Income from charitable activities – continued

	Unrestricted £	Restricted £	2021 £	Unrestricted £	Restricted £	2020 £
<b>3b Made of Money</b>						
Charity of Sir Richard Whittington	-	20,000	20,000	-	-	-
Good Things Foundation – Power Up Initiative	-	68,002	68,002	-	28,335	28,335
Charles S French Charitable Trust	-	-	-	-	5,000	5,000
Zephyr Charitable Trust	-	3,000	3,000	-	3,000	3,000
Money and Pensions Service	-	33,337	33,337	-	-	-
Orbit Group	-	35,340	35,340	-	-	-
Other trusts	-	-	-	-	-	-
Income from training courses	-	-	-	4,455	-	4,455
Lloyd's Community Programme	-	1,970	1,970	-	7,690	7,690
Sub-total for Made of Money	-	161,649	161,649	4,455	44,025	48,480
<b>3c Bags of Taste</b>						
Sundry income	-	-	-	557	-	557
Fishmongers' Company's Charitable Trust	-	30,320	30,320	-	29,952	29,952
Sub-total for Bags of Taste	-	30,320	30,320	557	29,952	30,509
<b>3d Down to Earth</b>						
W F Southall Trust	-	5,000	5,000	-	5,000	5,000
Tudor Trust	-	35,000	35,000	-	35,000	35,000
Mollie Croysdale Charitable Trust	-	750	750	-	-	-
P & C Hickinbotham Charitable Trust	-	-	-	-	2,500	2,500
Helping Hand Fund, via The Big Give	-	-	-	-	2,500	2,500
Quakers and Business Group	-	-	-	-	2,500	2,500
William A. Cadbury Charitable Trust	-	-	-	-	1,000	1,000
Other trusts	-	20,000	20,000	-	20,000	20,000
Dignity PLC	-	15,000	15,000	-	-	-
Royal London	-	36,457	36,457	-	-	-
Other income from Down to Earth	5,018	-	5,018	4,563	-	4,563
Coronavirus Community Support Fund (HM Government) distributed by National Lottery	-	75,047	75,047	-	-	-
Community Fund	-	34,960	34,960	-	36,960	36,960
Esmée Fairbairn Foundation	-	-	-	-	-	-
Sub-total for Down to Earth	5,018	222,214	227,232	4,563	105,460	110,023
<b>3f Aberfeldy</b>						
Big Local Trust	-	144,625	144,625	7,630	247,895	255,525
Sub-total for Aberfeldy	-	144,625	144,625	7,630	247,895	255,525
<b>3g Move on Up</b>						
Rental income	60,904	-	60,904	67,695	-	67,695
Balcome Charitable Trust	-	7,500	7,500	-	-	-
Allen & Overy Ben Ogden Memorial Fund	-	-	-	-	-	-
Other income from Move on Up	2,062	-	2,062	1,231	-	1,231
Sub-total for Move on Up	62,966	7,500	70,466	68,926	-	68,926
<b>3j Worlds End</b>						
Big Local Trust	-	88,016	88,016	-	102,863	102,863
Other income	-	-	-	-	26,925	26,925
Sub-total for Worlds End	-	88,016	88,016	-	129,789	129,789
<b>3k Pimlico Million</b>						
Big Local Trust	-	92,463	92,463	-	48,671	48,671
Other income	-	-	-	-	-	-
Sub-total for Pimlico Million	-	92,463	92,463	-	48,671	48,671



#### 4 Incoming net assets from Quaker Homeless Action

On 30 November 2020, the activities of Quaker Homeless Action (QHA) were transferred into the care of Quaker Social Action (QSA). At that date the property, cash and other assets were acquired by QSA at nil consideration.

The balance of these transactions is shown on the SOFA as income to represent the net effect of the transfer of assets and liabilities. The details of these transactions are listed below.

	30 November 2020 £
Fixed assets:	
Tangible assets	13,050
Loan notes to Commonweal Housing Association	362,390
Total fixed assets	<b>375,440</b>
Current assets:	
Debtors	1,093
Cash	273,346
Total current assets	<b>274,439</b>
Current liabilities:	
Creditors	-
Net current assets	<b>274,439</b>
Total incoming net assets shown on the SOFA	<b>649,879</b>

## Charitable company

## Notes to the financial statements

For the year ended 31 March 2021

## 5a Analysis of expenditure (current year)

	Charitable activities															
	Fundraising costs £	Homestore £	Homelessness £	Made of Money £	Aberfeldy £	Move On Up £	Worlds End £	This Way Up £	Down to Earth £	Pimlico Million £	Bags of Taste £	Other Charitable Projects £	Support & strategic development £	Governance £	2021 Total £	2020 Total £
Staff costs (Note 6)	37,694	67,365	23,198	91,763	47,504	46,450	69,180	-	121,393	9,299	15,334	4,034	251,298	13,919	<b>798,431</b>	684,851
Staff training & welfare	-	-	-	74	-	99	-	-	355	-	-	-	5,105	-	<b>5,633</b>	5,166
Recruitment	-	-	-	-	-	-	-	-	-	-	-	-	25	-	<b>25</b>	2,889
Travel and subsistence	-	-	-	75	-	-	-	-	41	-	223	48	127	-	<b>514</b>	10,975
Rent, maintenance and utilities	-	12,351	-	33	-	-	-	-	-	-	-	-	81,998	-	<b>94,382</b>	100,097
Office costs and equipment	-	1,249	-	224	-	172	-	-	1,836	-	-	362	31,167	31	<b>35,041</b>	32,925
Legal & professional fees	-	5,304	-	-	-	2,330	-	-	-	-	-	-	11,486	-	<b>19,120</b>	1,853
Audit	-	-	-	-	-	-	-	-	-	-	-	-	4,800	150	<b>4,950</b>	7,920
Trustees expenses	-	-	(1,086)	-	-	-	-	-	-	-	-	-	-	1,299	<b>213</b>	885
Direct programme costs	-	-	-	1,800	72,169	-	38,187	5,150	315	84,899	2,263	-	15,652	-	<b>220,435</b>	173,655
Insurance	-	-	-	-	-	-	-	-	-	-	-	-	7,817	-	<b>7,817</b>	7,450
Bank charges and interest	-	448	-	-	-	-	-	-	-	-	-	-	555	-	<b>1,003</b>	1,074
Cash and debt write-offs	-	-	-	-	-	1,185	-	-	-	-	-	-	-	-	<b>1,185</b>	6,607
White goods and beds	-	25,086	-	-	-	66,837	-	-	-	-	-	-	-	-	<b>91,923</b>	84,430
Beneficiary expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vehicle running costs	-	5,144	280	-	-	-	-	-	-	-	-	-	181	-	<b>5,605</b>	9,017
Depreciation	-	17,575	-	-	-	-	-	-	-	-	-	568	1,032	-	<b>19,175</b>	6,156
Sub-contractors & agency staff	-	-	-	31,135	-	-	-	15,500	-	-	-	-	2,250	-	<b>48,885</b>	38,829
Community events & activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Funeral support payments	-	-	-	-	-	-	-	-	16,494	-	-	-	-	-	<b>16,494</b>	3,416
Other misc	-	-	-	-	-	-	-	-	-	-	-	-	10,000	-	<b>10,000</b>	2
	<b>37,694</b>	<b>134,522</b>	<b>22,392</b>	<b>125,104</b>	<b>119,673</b>	<b>117,073</b>	<b>107,367</b>	<b>20,650</b>	<b>140,434</b>	<b>94,198</b>	<b>17,820</b>	<b>5,012</b>	<b>423,493</b>	<b>15,399</b>	<b>1,380,831</b>	<b>1,178,197</b>
Governance & strategic development	-	4,100	2,100	2,400	-	1,200	-	-	4,227	-	372	1,000	-	(15,399)	-	-
Support (staff cost)	57,382	69,854	-	37,869	46,333	16,713	38,279	-	79,251	1,672	14,372	61,768	(423,493)	-	-	-
<b>Total expenditure 2021</b>	<b>95,076</b>	<b>208,476</b>	<b>24,492</b>	<b>165,373</b>	<b>166,006</b>	<b>134,986</b>	<b>145,646</b>	<b>20,650</b>	<b>223,912</b>	<b>95,870</b>	<b>32,564</b>	<b>67,780</b>	<b>-</b>	<b>-</b>	<b>1,380,831</b>	<b>1,178,197</b>
Total expenditure 2020	89,744	287,821	-	91,825	206,912	135,724	71,220	21,759	187,143	42,006	27,708	16,333	-	-	-	<b>1,178,197</b>

5b Analysis of expenditure (prior year)

	Charitable activities													2020 Total £
	Fundraising costs £	Homestore £	Made of Money £	Aberfeldy £	Move On Up £	Worlds End £	This Way Up £	Down to Earth £	Pimlico Million £	Bags of Taste £	Other Charitable Projects £	Support & strategic development £	Governance £	
Staff costs (Note 6)	34,924	114,399	47,727	47,950	42,415	24,446	-	122,665	8,040	14,591	2,122	213,827	11,745	684,851
Staff training & welfare	-	960	175	-	455	-	-	654	-	2,565	128	229	-	5,166
Recruitment	-	500	-	-	1,796	-	-	-	-	-	-	593	-	2,889
Travel and subsistence	-	6,832	1,160	-	296	-	15	551	-	1,036	74	1,011	-	10,975
Rent, maintenance and utilities	-	23,589	303	(50)	63	540	882	-	-	240	-	74,530	-	100,097
Office costs and equipment	-	3,844	1,906	3	432	-	-	685	-	37	188	25,631	199	32,925
Legal & professional fees	-	-	-	-	-	-	-	-	-	-	-	1,853	-	1,853
Audit	-	-	-	-	-	-	-	-	-	-	-	7,660	260	7,920
Trustees expenses	-	-	-	-	-	-	-	-	-	-	(345)	-	1,230	885
Direct programme costs	-	151	1,305	109,358	284	27,749	612	4,948	22,175	1,418	(700)	6,617	(262)	173,655
Insurance	-	-	-	-	-	-	-	-	-	-	-	7,450	-	7,450
Bank charges and interest	-	595	1	-	-	-	-	4	-	-	(2)	476	-	1,074
Cash and debt write-offs	-	91	860	-	3,626	-	-	-	-	-	-	2,030	-	6,607
White goods and beds	-	21,063	-	-	64,569	-	-	-	-	-	-	(1,202)	-	84,430
Beneficiary expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Vehicle running costs	-	9,017	-	-	-	-	-	-	-	-	-	-	-	9,017
Depreciation	-	1,864	-	-	-	-	-	-	-	-	568	3,724	-	6,156
Sub-contractors & agency staff	-	-	12,973	-	1,070	-	20,250	225	4,311	-	-	-	-	38,829
Community events & activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Funeral support payments	-	-	-	-	-	-	-	3,416	-	-	-	-	-	3,416
Other misc	-	-	-	-	-	-	-	-	-	-	-	2	-	2
	34,924	182,905	66,410	157,261	115,006	52,735	21,759	133,148	34,526	19,887	2,033	344,431	13,172	1,178,197
Governance & strategic development	-	3,900	2,000	1,000	1,000	1,000	-	3,000	100	172	1,000	-	(13,172)	-
Support (staff cost)	54,820	101,016	23,415	48,651	19,718	17,485	-	50,995	7,380	7,649	13,300	(344,431)	-	-
<b>Total expenditure 2020</b>	<b>89,744</b>	<b>287,821</b>	<b>91,825</b>	<b>206,912</b>	<b>135,724</b>	<b>71,220</b>	<b>21,759</b>	<b>187,143</b>	<b>42,006</b>	<b>27,708</b>	<b>16,333</b>	<b>-</b>	<b>-</b>	<b>1,178,197</b>

Notes to the financial statements

For the year ended 31 March 2021

**6 Net income for the year**

This is stated after charging / crediting:

	2021 £	2020 £
Depreciation	4,884	6,156
Rental license agreement:		
Property	67,104	60,008
Operating lease (photocopiers):	1,223	2,075
Auditor's remuneration (excluding VAT):		
Audit	6,510	6,360
	<b>6,510</b>	<b>6,360</b>

**7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	681,221	597,986
Agency staff	–	500
Redundancy and termination costs	20,822	–
Social security costs	51,674	51,470
Employer's contribution to defined contribution pension schemes	44,714	34,895
	<b>798,431</b>	<b>684,851</b>

The redundancy and termination costs were settled and paid at the balance sheet date.

No employee earned more than £60,000 during the year including pension (2020: one between £60,000 to £70,000).

The total employee benefits (including pension contributions and employers' NI) of the key management personnel were £165,121 (2020: £154,452). Redundancy costs for the year were £13,822 (2020: £0).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020: £nil). No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling nil (2020: £380) incurred by nil (2020: 1) member relating to attendance at meetings of the trustees.

**8 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2021		2020	
	Average No.	FTE	Average No.	FTE
Raising funds	3.0	2.9	4.0	3.5
Homestore	7.0	4.8	9.0	4.6
Made of Money	3.0	1.0	2.0	1.5
Bags Of Taste	1.0	.4	1.0	.4
Down to Earth	7.0	3.2	4.0	3.2
Move on up	2.0	.6	3.0	2.1
Fair Funerals	1.0	1.0	1.0	.6
Aberfeldy	5.0	3.6	3.0	.6
Worlds End	3.0	1.6	3.0	2.4
Pimlico Million	1.0	.6	1.0	1.3
Get Set	–	–	–	–
Support	6	6.2	5.0	3.8
	<b>39</b>	<b>25.9</b>	<b>36.0</b>	<b>23.9</b>

Notes to the financial statements

For the year ended 31 March 2021

**9 Related party transactions**

There are no individual trustees / related parties have made exceptional donations that could create undue influence over the charity for 2021 (2020: none).

Trustees and their families are supportive of the charity and have made a number of small donations, but nothing that was outside the normal course of business or given with conditions.

**10 Taxation**

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

**11 Tangible fixed assets**

	Freehold property £	Fixtures and fittings £	Motor Vehicles £	Total £
<b>Cost</b>				
At the start of the year	160,000	67,950	–	227,950
Additions at cost	–	–	13,050	13,050
Disposals in year	–	(18,640)	–	(18,640)
At the end of the year	160,000	49,310	13,050	222,360
<b>Depreciation</b>				
At the start of the year	34,633	41,790	–	76,423
Charge for the year	1,600	3,284	–	4,884
Eliminated on disposal	–	(4,349)	–	(4,349)
At the end of the year	36,233	40,725	–	76,958
<b>Net book value</b>				
At the end of the year	123,767	8,585	13,050	145,402
At the start of the year	125,367	26,160	–	151,527

All of the above assets are used for charitable purposes. No value is attributed to freehold land.

**12a Programme related investments**

	2021 £
Value at the start of the year	–
Acquired from Quaker Homeless Action	362,390
Net gain / (loss) on change in fair value	–
Value at the end of the year	362,390

Investments comprise:

	2021 £
Loan notes to Commonweal Housing Association	362,390
	362,390

The Move on Up properties, which were purchased by the CommonWeal Loan Notes, were revalued in December 2020 as part of an annual desktop exercise conducted by CommonWeal.

Notes to the financial statements

For the year ended 31 March 2021

12b Investments

	2021 £	2020 £
Fair value at the start of the year	8,237	8,237
Net gain / (loss) on change in fair value	-	-
Fair value at the end of the year	<u>8,237</u>	<u>8,237</u>
Investments comprise:		
Shares in Triodos Bank	<u>8,237</u>	<u>8,237</u>

13 Stock

	2021 £	2020 £
White goods and furniture for sale	-	13,849
	<u>-</u>	<u>13,849</u>

14 Debtors

	2021 £	2020 £
Trade debtors	58,347	29,596
Other debtors	12,033	10,927
Acquired from Quaker Homeless Action	1,093	-
Prepayments and accrued income	146,417	6,936
	<u>217,890</u>	<u>47,459</u>

Circa £140,000 of accrued income relates to Restricted Big Local

15 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors & accruals	58,732	98,703
Other creditors	38,755	29,106
Deferred income	77,499	97,499
	<u>174,986</u>	<u>225,308</u>

16 Deferred income

Deferred income comprises grants already received that must be spent on 2020-21 projects.

	2021 £	2020 £
Balance at the beginning of the year	97,499	82,180
Amount released to income in the year	(97,499)	(82,180)
Amount deferred in the year	77,499	97,499
Balance at the end of the year	<u>77,499</u>	<u>97,499</u>

17 Pension scheme

The charity offers a defined contribution scheme to its employees via pension provider Friends Life. At balance sheet date, there are no outstanding amount due to the scheme, and 22 employees are part of the scheme.

Notes to the financial statements

For the year ended 31 March 2021

18a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	103,060	42,342	145,402
Investments	8,237	–	362,390	370,627
Net current assets	168,472	510,854	644,208	1,323,534
<b>Net assets at the end of the year</b>	<b>176,709</b>	<b>613,914</b>	<b>1,048,940</b>	<b>1,839,563</b>

18b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	108,617	42,910	151,527
Investments	8,237	–	–	8,237
Net current assets	165,726	408,889	348,587	923,202
<b>Net assets at the end of the year</b>	<b>173,963</b>	<b>517,506</b>	<b>391,497</b>	<b>1,082,966</b>

19a Movements in funds (current year)

	At the start of the year £	Income & gains £	Expenditure & losses £	Transfers £	At the end of the year £
<b>Restricted funds:</b>					
Homestore	–	–	–	–	–
Samuel Gurney	42,910	–	(568)	–	42,342
Made of Money	21,969	161,649	(31,135)	–	152,483
Bags of Taste	2,244	30,320	(32,564)	–	–
Aberfeldy	56,931	144,625	(166,006)	–	35,550
Worlds End	58,568	88,016	(145,646)	–	938
Pimlico Million	6,665	92,463	(95,870)	–	3,258
Down to Earth	–	224,313	(223,912)	–	401
Move On Up	164,350	11,820	(32,000)	–	144,170
Quaker Homeless Action	–	656,429	(24,492)	–	631,937
Move On Out	37,861	–	–	–	37,861
<b>Total restricted funds</b>	<b>391,498</b>	<b>1,409,635</b>	<b>(752,193)</b>	<b>–</b>	<b>1,048,940</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Fixed Asset fund	108,617	–	–	(5,557)	103,060
Operational priorities	145,084	–	–	157,132	302,216
Contingency Reserves	263,805	–	–	(55,167)	208,638
<b>Total designated funds</b>	<b>517,506</b>	<b>–</b>	<b>–</b>	<b>96,408</b>	<b>613,914</b>
<b>General funds</b>	<b>173,963</b>	<b>727,791</b>	<b>(628,637)</b>	<b>(96,408)</b>	<b>176,709</b>
<b>Total unrestricted funds</b>	<b>691,469</b>	<b>727,791</b>	<b>(628,637)</b>	<b>–</b>	<b>790,623</b>
<b>Total funds</b>	<b>1,082,967</b>	<b>2,137,426</b>	<b>(1,380,830)</b>	<b>–</b>	<b>1,839,563</b>

Notes to the financial statements

For the year ended 31 March 2021

19b Movements in fund (prior year)

	At the start of the year £	Income & gains £	Expenditure & losses £	Transfers £	At the end of the year £
<b>Restricted funds:</b>					
Homestore	–	68,150	(68,150)	–	–
Samuel Gurney	43,477	–	(567)	–	42,910
Made of Money	–	44,025	(22,056)	–	21,969
Bags of Taste	–	29,952	(27,708)	–	2,244
Aberfeldy	15,948	247,895	(206,912)	–	56,931
Worlds End	–	129,789	(71,220)	–	58,568
Pimlico Million	–	48,671	(42,006)	–	6,665
Down to Earth	–	115,473	(115,473)	–	0
Move On Up	196,350	–	(32,000)	–	164,350
Move On Out	37,861	–	–	–	37,861
<b>Total restricted funds</b>	<b>293,636</b>	<b>683,954</b>	<b>(586,093)</b>	<b>–</b>	<b>391,497</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Fixed Asset fund	–	–	–	108,617	108,617
Operational priorities	126,797	–	–	18,287	145,084
Contingency Reserves	282,092	–	–	(18,287)	263,805
<b>Total designated funds</b>	<b>408,889</b>	<b>–</b>	<b>–</b>	<b>108,617</b>	<b>517,506</b>
<b>General funds</b>	<b>168,196</b>	<b>706,488</b>	<b>(592,104)</b>	<b>(108,617)</b>	<b>173,963</b>
<b>Total unrestricted funds</b>	<b>577,085</b>	<b>706,488</b>	<b>(592,104)</b>	<b>–</b>	<b>691,469</b>
<b>Total funds</b>	<b>870,721</b>	<b>1,390,442</b>	<b>(1,178,197)</b>	<b>–</b>	<b>1,082,966</b>

Designated and restricted funds

Restricted funds:

- Depreciation fund for the Samuel Gurney building. This sum derives from capital grants for the purchase and renovation of the Homestore warehouse. The sum is being written off over 100 years in accordance with accounting policy.
- Made of Money. This sum will be expended for this project next year.
- Bags of Taste. This sum will be expended in this financial year.
- Aberfeldy. This sum will be expended for this project next year. The transfer of funds represents QSA's service level agreement with partnership and Local Trust.
- World's End. This sum will be expended for this project next year. The transfer of funds represents QSA's service level agreement with partnership and Local Trust.
- Quaker Homeless Action. The Diana Tinson Fund represents a legacy received in 2014 and 2020, being a bequest from the late Diana Tinson plus interest received to date. This has been used to purchase property for housing homeless people in a joint project with Commonweal Housing.
- Pimlico Million. This sum will be expended for this project next year. The transfer of funds represents QSA's service level agreement with partnership and Local Trust.
- Move On Up. This fund will be expended within the seven year life of the project ending in 2023.
- Move On Out. This fund is discretionary to pay for our clients' deposits when they move on and may be used during life of the project ending in 2023.



Notes to the financial statements

For the year ended 31 March 2021

19 Movements in funds (continued)

**Designated funds:**

- Operational priorities. This fund is to ensure the charitable activities of QSA require committing each year to a high level of fixed costs. Income sources are diverse, but also uncertain, with a lot of fundraising required in-year. QSA has a reputation for being creative and for putting together pioneering developments within existing projects but also in the initiation of new activities. This requires a level of reserves that can underpin our ambitions and not require advance funding to be in place at all times.
- Contingency reserves. This fund is intended to cover a wind down scenario, encompassing the committee and council's consideration, based on the typical gap between secured/probable income and expenditure i) at the start of recent financial years, ii) at the end of quarter two in recent financial years.

20 Analysis of cash and cash equivalents

	At 1 April 2020 £	Cash flows £	Other changes £	At 31 March 2021 £
Cash at bank and in hand	570,155	193,427	–	<b>763,582</b>
Notice deposits (less than three months)	517,048	–	–	<b>517,048</b>
<b>Total cash and cash equivalents</b>	<b>1,087,203</b>	<b>193,427</b>	<b>–</b>	<b>1,280,630</b>

21 Rental licence agreement and operational lease agreement

The charity has an agreement in place for a rental licence that is granted for a period of 6 years from the 19/09/2019. The agreement can be reviewed annually by the Licensor.

	Property 2021 £	2020 £
Less than one year	<b>67,104</b>	67,104
One to five years	<b>234,864</b>	301,968
	<b>301,968</b>	369,072

  

	Photocopiers 2021 £	2020 £
Less than one year	564	1,473
One to five years	–	614
	<b>564</b>	2,086

22 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.