

Company number: 3524063

Charity Number: 1069157

# Quaker Social Action

Report and financial statements

For the year ended 31 March 2023



# Quaker Social Action

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### For the year ended 31 March 2023

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## 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 the people who we support – 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 twelve activities.

- 1. Made of Money**, which began in 2005, **supports people on low incomes in east and north London to talk, listen and learn about money and its impact on their daily lives.** We achieve this by enabling participants to share hopes, fears and aspirations about money in a non-judgmental environment. At the year-end, Made of Money is staffed by 3 people, 3.0 full time equivalent.
- 2. Money Guiders Network (England)** launched in 2021, on behalf of and funded by the Money and Pensions Service, to **ensure that people in need receive good quality money guidance**, regardless of where they go to get it. We do this by creating a community of Money Guiders across England, with learning and sharing about good practice at the heart of the conversation. At the year end, Money Guiders England Network is staffed by 2 people, 1.0 full time equivalent.
- 3. This Way Up** began in 2012, **enabling people to develop self-awareness, emotional resilience and motivation to take steps towards their goals in life.** 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 640 hours of their time over the year. 12 volunteers contributed 234 hours.

4. **Down to Earth** opened its doors in 2010, **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 provide support to obtain statutory or charitable funding towards the cost. At the year-end, Down to Earth is staffed by 8 people, 6.4 full time equivalent. 3 volunteers contributed 109 hours.
5. **Move on Up** started in 2017, **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 and north London. At the year-end, Move on Up is staffed by 2 people, 1.2 full time equivalent.
6. **Cook Up** began in 2021, **improving the health, wellbeing and social connections of people who are homeless or vulnerably housed** in London. We do this by providing a fully equipped kitchen and ingredients where they can cook for themselves and prepare meals for the week ahead. At the year end, Cook Up is staffed by 2 people, 1.0 full time equivalent. 1 volunteer contributed 96 hours.
7. **Turn a Corner** started in 2021, **meeting the need for human connection and positive mental stimulation for people who are experiencing homelessness and isolation**. We do this by taking a mobile library to places across London where people who are homeless can drop into us for conversation, books and other essential items. At the year end, Turn A Corner is staffed by 2 people, 1.0 full time equivalent. 21 volunteers contributed 2,664 hours.

QSA also supported four different **Big Local** areas within this year, each with the aim of enabling their residents to invest £1million of funding from Local Trust to makes their areas a better place to live. We support local partnerships 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. We worked with:

8. **Aberfeldy Big Local**, in Tower Hamlets, working together since 2018. At the year-end, Aberfeldy Big Local is staffed by 4 people, 2.4 full-time equivalent.
9. **Pimlico Million** in Westminster, working together since 2019. At the year-end, Pimlico Million is staffed by 3 people, 2.2 full-time equivalent.
10. **Plaistow South Big Local** in Newham, working together since 2022. At the year-end, Plaistow South is staffed by 5 people, 2.4 full-time equivalent.
11. **Barnfield Big Local** in Greenwich, working together since 2022. At the year end, Barnfield Big Local is staffed by 0 people (all work is undertaken via grants to community organisations).

## **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, where other sources of help have been exhausted. This grant-making is not publicised to exercise discretion given the limited resources we have available.

## **Input from volunteers**

QSA received 3,104 hours of volunteer time across the year, from 37 volunteers, across 7 services. This support is invaluable in enabling the work of QSA services to continue.

## **Partnerships**

This year QSA worked with 1,241 other organisations in pursuit of its charitable objectives. We have longstanding and strategic partnerships, such as with Commonweal Housing for the Move on Up project, but many other connections are about ensuring we carefully signpost on to others, or receive referrals ourselves, such as 483 different organisations referring into Down to Earth.

## **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

**2,237** people (2,245 last year) were supported directly by staff across QSA this year. In addition, **417** (454) professionals from other organisations were recipients of training, making a total of **2,654** (2,699) people directly supported by our work this year.

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

The geographical distribution of our service users was:

- 25% (24% last year) delivered in east London
- 35% (38%) of activities took place in the rest of London
- 40% (38%) of activities took place outside London

The demographics of our services were as follows:

- 54% (80% last year) were people of colour
- 73% (59%) were women, 27% (41%) were men, 0% were non binary
- 87% (90%) were fluent in English
- 49% (58%) were aged 25-55, 18% (15%) were under 25, 33% (27%) were over 55
- 12% (11%) had a disability

#### Digital reach

There was continued growth in QSA’s digital reach, both people coming to our website for help and also supporters/donors. (An update to the software which gathers data on website usage, to Google analytics 4, has changed the way in which this information is collected and so may account for some of the changes). This year:

- 124,332 (83,639 last year) users visited the QSA website
- 89,078 (34,439) users accessed “we can help” pages
- 14,017 (20,111) users accessed the “about us” or “get involved” pages
- 23,577 (11,772) users accessed Down to Earth’s funeral guidance resources

We engage with others using a range of social media channels and also through email newsletters. Our Facebook, Twitter and Instagram accounts now have a combined following of over 6.5k. Our various email newsletters now have over 8.5k subscribers in total.

We also engage where we can with the **mainstream media** to push our reach, and in the past year we have received coverage in diverse media including BBC Radio 4, the New Statesman and the Morning Star, as well as The Friend which is the UK’s leading Quaker magazine.

## Project achievements and performance

**Made of Money** is our financial wellbeing project for families and individuals. We work mainly in London, with schools and other community partners, supporting people on low incomes to make their money work better for them.

Made of Money worked with 153 families this year (148 last year), reaching at least 248 children (210 last year), taking place over 54 sessions. We delivered a wide range of work this year, often in response to the cost-of-living crisis, experimenting with different ways to reach people. We have offered several online resources and the Made of Money pages on our website received visits from over 25,200 different people.

We completed the Up to Speed sessions which explored financial inclusion and digital skills with people who had recently become homeless. Sessions were delivered under the Abacus project to primary school parents, working with the Tower Hamlets Education Business Partnership. Sessions were delivered for the Carers Centre in Tower Hamlets and the Camden and Islington Recovery College. New work was trialled targeting specialist budgeting support towards people whose income is variable.

Comparable evaluation was obtained in 108 instances, in which 89 respondents (82%) reported greater confidence with money.

Our participants said:

*"Everything that we talked about was really useful and informative. I learned new tips on saving money, energy saving and money planning. Also, the group was great with nice people."*

*"That even simple small steps make a difference such as saving 20p over a long time adds up. Also, when borrowing always research as there are so many different companies."*

*"That's why I'm here. I'm worried about my children not understanding. Or me not knowing the mechanisms to teach them... I took a lot from last week's session. Last night my daughter asked for Chinese. I said do you have the money. I can be nice and buy it, but... (what do they learn)."*

In July we submitted evidence to the All Party Parliamentary Group on Financial Education, on factors supporting and obstructing financial education within schools. At the start of 2023 we began a consultation commissioned by the Money and Pensions Service, researching the needs of parents in supporting their older children (aged 12-17) to learn about money. We also began a much longer piece of work looking at innovative ways to support young people in care to learn money skills. This is again funded by the Money and Pensions Service, through a grant of £101,389 over two financial years.

Our practitioner training has focused on our 'Talking to Children About Money' specialism, reaching 67 professionals (71 last year) from across 31 organisations (25 last year) within 8 practitioner training sessions.

**This Way Up** uses coaching and mindfulness to support people to feel more in control of their lives. This year the project delivered two programmes in May-June and November-December 2022, working with 31 people. The average participant scores on the World Health Organisation's Wellbeing Index went from 9.1 at the start, out of a possible score of 25, indicating moderate depression, to 14.8 at completion, a score that indicates the borders of good mental health – an improvement of 61%.

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, recovery from addiction, social isolation, family conflict and breakdown, 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. This continues to prove 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 are asked what was most helpful about the programme. Responses included:

*"I found the programme very good for my well-being, it felt supportive and really helped me be more motivated. It has helped me look at things differently. "*

*"I am more aware of my thoughts, feelings and senses throughout the day and will continue to practice mindfulness so I am present in my life."*

*"I am very grateful for having had the chance to slow down and appreciate my life journey with other like-minded human beings. "*

Recruitment of participants was more challenging this year. This may have been a knock-on effect of the cost-of-living challenges: people most impacted are perhaps less likely to feel they have time and energy to seek support for their wellbeing. Attendance for the mindfulness course was also slightly lower. This was due in part to the increased proportion of participants in employment, several of whom were unable to make the group sessions due to their working hours. This may point to a change in the types of people This Way Up attracts, and to the impact of the cost-of-living situation – with more people in work experiencing poverty and related challenges, and keen to find support to improve their quality of life and their work situation.

This Way Up also started to develop a new regular peer-led drop-in service, run by six volunteers who are past participants of the programme, that will be open to all prior participants. Service volunteers have received training in coaching and facilitation skills, and have started to co-design the regular drop-in service that will begin in 2023-2024. The service aims to:

- support the ongoing personal learning and life development of This Way Up 'graduates'
- innovate with service user co-production
- create a peer-led community of practice, connection and support



**Down to Earth** supports people on low incomes to access meaningful funerals that are as affordable as possible. We supported 555 new clients this year plus provided brief advice/signposting to another 93 people. Of the 555 new clients, 87.7% were in the position of having to arrange a funeral at that point and 6.5% were planning ahead. It remains a challenge to meet helpline demand within our existing staff capacity and we continue to invest time in developing our online resources, which offer a wide range of support and are where we signpost anyone who is struggling with a debt, after the funeral has taken place. During this financial year we saw 39,663 active users of our web resources.

Down to Earth's advice has helped clients save an average of £1,890 against the cost of a funeral and raised an average of £2,296 towards funeral related expenses, which offers valuable support to our clients:

*"I couldn't have done this without your help and your good energy. You've just helped me all the way through. I'm so glad a service like Down to Earth exists"*

*"I very much appreciate your assistance and am impressed by your efficiency and empathy in dealing with such delicate situations."*

Down to Earth has continued to highlight the impact of funeral poverty in the media, appearing on Radio 4's All Consuming podcast, and liaising with parliamentarians to improve bereavement and funeral benefits. Our briefing was used heavily in a Commons debate regarding pre-paid funeral plans. A decade-long campaign that we contributed to for many years, to extend bereavement benefits to cohabitants with dependent children, finally prevailed with a change in the law.

We produced two funeral poverty reports. We published findings from almost 400 survey responses looking at what funeral directors can do to better support financially vulnerable people. We also made a submission to the UN's Committee on Economic, Social and Cultural Rights as part of its review of the UK's performance on these rights.

We continue to work with the Competition and Markets Authority to try and ensure enforcement of their Funerals Market Investigation Order. However, while price transparency has improved, full-scale compliance across the sector continues to be a challenge and we have reported over 200 funeral directors this year to the Competition and Markets Authority for failure to comply.

Last year we had given evidence to the independent UK Commission on Bereavement. This year they published recommendations for government, including five areas that we had advocated for. We have since worked with other stakeholders to progress these, in particular work on standards for public health funerals. We engaged with over 90 local authority representatives regarding public access to public health funerals, including speaking at three events. A website guide we produced to help councils provide accurate, helpful and sensitive information was issued to 300-400 people. We have seen positive changes made by eleven councils and will continue to push on this issue.

**Move on Up** is our project for young adult carers, offering high quality shared housing with support for up to two years for each resident. 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.

There is a high prevalence of mental health difficulties amongst our residents, as well as challenges such as unemployment, low income, low educational achievement, and problems with debt. People who come to us can have few other places to turn to for support, for example:

*“When my Mum died, I was evicted from her flat and without Move on Up I wouldn’t have had anywhere to go. Move on Up has helped me with a lot of things: getting a passport, getting a new job, and getting a deposit for my new home when I moved on.”*

We provided monthly support meetings for all residents so they can identify and work on their chosen areas of development. Our tailored, one to one support and financial grants are also enabling them to manage the transition out of Move on Up and into independent living, in a very challenging rental environment and a cost-of-living crisis.

This year we created our project exit plan, as Move on Up is coming to its scheduled end in the summer of 2023, having been set up as a pilot project to run for seven years. The exit plan includes supporting each of our residents with their move-on, as well as making good and handing back the properties to Commonweal Housing, as well as sharing our learning with the housing and carers sectors in order to influence change.

This year, we housed 13 young adult carers. Of these, 8 moved out of our accommodation during the year, and 1 moved in. The high number of move-ons was due to two factors: a fire in one of the properties in August 2022, and the project coming into its ending phase and the gradual ending of licences.

**Cook Up** offers a kitchen space for people without a kitchen, predominately people experiencing homelessness or hostel living, including asylum seekers.

Alongside our continued fortnightly use of St Luke’s Community Centre, Cook Up has expanded to a second kitchen running weekly (Limborough Food Hub run by the Women’s Environment Network) as of September 2022. Sessions are hosted weekly on Mondays free of charge to the project.

This year, Cook Up delivered 49 sessions, with 50 unique participants. An estimated 2,662 portions of food were cooked in this period. Many people come with the intention of cooking large amounts of food for family, friends and community members whilst they remain without access to cooking facilities.

One of the aims of the project includes providing a space for social interaction and improving wellbeing. Cook Up has held two social events for participants outside of the kitchen. Both social events were followed by a meal together and received overwhelming positive feedback:

### Trustees' annual report

#### For the year ended 31 March 2023

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*'It was definitely the best day since we came to the UK...We were so happy and wished we could be with you longer; you know we don't have family or friends in the UK. So, it means a lot to us that we ate with you today, we felt like we had a big family. Thank you very much for everything you do for us.'*

The project has struggled to keep up with demand and has begun operating a new system to rotate participants periodically. We have seen the cost of ingredients, travel and venue hire rise over the last year. We continue to hear about how Cook Up is an invaluable resource:

*'We are asylum seekers in the UK and staying in hotels where we cannot cook. We are very grateful to the Cook Up project who have helped my family a lot. Personally, because Cook Up has given me the opportunity to feel useful to my family, since I do not have a work permit and therefore I cannot provide even the basics for my family. The help that Cook Up gives me is not only physically through food, but also morally'.*

Cook Up has unique insight in the inadequacy of asylum seeker catered meals in Home Office accommodation and has begun work to share this learning with the intention of creating an impact on the lives of those this issue affects. This has involved reaching out and connecting with other practitioners and campaigners in this space, in order to map out some realistic "asks" of government.

**Turn a Corner** is a community library to help alleviate the challenges of homelessness. We provide a safe and confidential space for those experiencing homelessness, providing books, conversations, and essential items such as coats, hygiene items and sleeping bags. The library is a community space that listens directly to whatever unmet current needs our readers are experiencing and we pilot responses to these. This includes developing the library to incorporate an audio lending library for those less able to read written text for various reason including disabilities and language barriers.

Our library visits three different London locations each week. This year, we were able to be on location for 127 sessions, providing conversations and 3,781 essential items to 1,885 visitors. We loaned out 1,267 books with the addition of different types of books, that had been requested, such as colouring books, word searches and sudoku to help brain stimulation and wellbeing.

The library is supported by a team of volunteers and additional partnerships are developed to provide donated items, such as:

- 350 coats in the winter months by working with WrapUp London
- Sanitary packs available freely and discreetly by working with Tricky Period
- Wash items and beauty products via Beauty Banks
- Food from Getir and Sainsbury's via Neighbourly

Participants have been supported with books to assist them get into work or onto college courses as well as other basic items:

*"Fred had his blankets stolen and has been out all night with no bedding. Turn A Corner provided a sleeping bag. He was quite emotional about receiving it at it would change his life"*

**Money Guiders Network (England)** is our community of practice project for money guiders in England, where learning and sharing good practice is at the heart of the conversation. We work across England and have grown the network in the last year more than sevenfold, from 361 members to 2,683 members.

We continued with digital events for much of the year, but piloted two, well-received, in-person events in Birmingham and London in early 2023. Online, we delivered 30 events, with a total of 665 attendees. Event partners included The Trussell Trust, StepChange, Department for Work and Pensions, Citizens Advice, National Energy Action, the Independent Food Aid Network and more. Events covered a wide range of subjects across money guidance, wellbeing and small group peer-to-peer learning.

In November 2022 we partnered with other national networks of Money Guiders in Northern Ireland, Scotland and Wales to deliver joint events in the high profile Talk Money Week.

A participant at our London deficit budgets event said that they appreciated: *"The venue, the refreshments and the overall warmth of the hosts and the participants. Looking at the topic through different angles helped build the picture for me."* They added: *"I felt more informed about a range of different topics. I realised there is so much to learn and I also felt included by a sense of shared compassion for those affected in this way."*

A peer-to-peer group participant said: *"I think it was just good to have the opportunity to have a shared conversation about the work we do and the struggles we share. Sometimes it can help us to think outside of the box. I'm always coming across other organisations as part of the money guiders community, that can help either myself or help me to help our customers."*

**Big Local** - QSA also oversees four 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 four areas QSA supported as LTO this year were:

**Aberfeldy Big Local** – is on the Aberfeldy estate, in Tower Hamlets. QSA became the LTO in 2018. Aberfeldy Big Local continues to run activities alongside local residents aiming to foster community connections. They have re-started their small grants programme supporting local organisations and individuals running activities from yoga to book groups. They run regular monthly activities for children and held a big celebration fun day in the summer. They continue to build their women's group encouraging local women to get involved with planning and running activities around sewing, cooking and growing.

**Pimlico Million** - is in the Pimlico area of Westminster. QSA became the LTO in 2019. This year Pimlico Million funded 17 different local groups and individuals supporting a wide range of initiatives from walking football to weekly support sessions for families with special needs. They have set up a thriving monthly bilingual coffee morning for women in Arabic and English, which connects women to each other and acts as a bridge to other local services and activities. They have also run a series of events to help build community, focusing on celebrations like Halloween, or aiming to bridge gaps through events like their intergenerational Silver Sunday event.

**Barnfield Big Local** - is on the Barnfield estate in Greenwich. QSA became the LTO in January 2022. Over the last year the Big Local arranged training for local people on first aid and food hygiene, supported local youth activities as well as a supplementary education service. It supported local residents with gardening in the middle of the estate and encouraged local children and residents to enjoy the harvest.

**Plaistow South Big Local** – is in the Plaistow South area of Newham. QSA became the LTO in January 2022. Over the last year it has continued many of its activities: digital inclusion classes, community cuppas, money matters, bike MOTs and supporting a local community orchard. They also worked in partnership with Newham Council to give out household grants to people affected by the cost-of-living crisis. Having listened to local residents' worries about community safety, they piloted self-defense classes for women and girls. They continue to run inclusive events focusing on crafts and a warm welcome at special times of year such as Easter, Eid, International Women's Day.

## Strategy and plans for the future

This has been a stable year, after the radical changes required by the pandemic, and, internally, by the merger with Quaker Homeless Action.

The work we did last year to strengthen each project team by having at least two people within it, to build in diversity and resilience, has worked well, with all of those staff teams secure and stable over the course of the whole year.

A constant thread of work strategically has also been around equity, diversity and inclusion (EDI) with staff, volunteers and trustees all engaged at various times.

Trustees have undertaken a number of deeper dives into key strategic issues for QSA – co-production, our influencing work, the context in which we are working – in order to set a clearer direction for the future. This work will come together in the autumn of 2023 as trustees sift through all of this thinking to set some new strategic priorities.

Each service has its own plans for the next financial year, which are, in brief:

- **Made of Money** – this service will be undertaking a new piece of work to build our expertise on how young people in care are supported to learn about handling money and to effectively apply this learning to foster a smoother journey for young people into managing their own money. We will do this by creating relevant user-friendly resources for the support staff and foster carers that help them. We will also offer a range of training in these resources to staff in the field.
- **Down to Earth** – this service will be developing further online guides to pursue a digital-first structure, with the helpline being still available for extra support. Amongst longer term influencing work, we will repeat our public health funeral research from 2021 with an expanded sample of 100 councils.
- **This Way Up** – this service will continue to deliver two tranches per year of This Way Up, making minor adaptations to the delivery of the project based on learning from this year. We also plan to start the delivery of the peer-led regular drop-in service open to all graduates of the programme.
- **Move on Up** – this service was planned as a seven year learning project, with a time-limited amount of funds provided by social investors for the properties. Therefore, the project will end in the summer of 2023, with move on support provided to the remaining tenants. We have commissioned an end of project report and will share it as widely as possible in a campaign to improve the housing options of young adult carers.
- **Cook Up** – this service is expanding its staff team to increase capacity in delivery and impact of the project. This increased capacity will mean more time dedicated to our advocacy work, a larger focus on the wellbeing of participants through more social activities, an increase in session frequency and therefore more people being able to benefit from participating.

- **Turn A Corner** – this service will continue to build new partnerships to provide an even wider range of items for our readers to borrow or take away.
- **Money Guiders England Network** – this service will continue to offer a range of relevant and topical events online and in person to support money guiders, building this community of practice, ahead of the scheduled end of the tender, in the spring of 2024.
- **Aberfeldy Big Local** will be piloting youth activities in the summer and if successful continuing activities in other school holidays. It will continue with monthly social activities and the annual celebration day will be relaunched as AberFest23. It will continue to work alongside local women supporting them to engage more in community and with each other.
- **Pimlico Million** is planning to work with local organisations and groups to deliver a programme supporting youth, children and families, older people, building inclusive communities, safer neighbourhoods, small grants, green and open spaces and the local economy.
- **Barnfield Big Local** will be spent out by August 2024. The remaining year is focusing on youth with funded youth activities and a supplementary Saturday school. In addition, a resident-led gardening and mini-allotment scheme is supported.
- **Plaistow South Big Local** will continue its work supporting people through digital inclusion, mental health and wellbeing, youth and schools. It will enhance the environment by supporting GreenGym and Bike MOTs and forge a stronger community arranging community events big and small as well as managing small grants.

## 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:

Following a merger with Quaker Homeless Action in 2020, and the transfer of ringfenced assets for homelessness work, two new homelessness services were started in 2019, alongside the Money Guiders Network. We are satisfied that these services and their staff teams have now bedded in, but the expansion undoubtedly increases the complexity of the organisation and provides management challenges. Premises issues have continued to require attention, as we continue to bed in hybrid working and have worked on the various adaptations, physical and in terms of organisational culture, that this requires. We have been paying attention to how the “new normal” post-pandemic is shaping need/demand for our services and continued to think about the place of digital in our work, as well as the need to take a holistic approach to equity, diversity and inclusion across all of our work at QSA.

QSA's financial health has remained good this year, 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.

## Fundraising activities

Fundraising activities for QSA involved the securing of funds through applications to trusts and foundations, as well as engaging with individual donors, primarily Quakers, plus the securing of some public sector contracts and grants. Costs, other than staff time, were minimal. Fundraising was undertaken in house and without third parties such as professional fundraisers. A small number of volunteers carry out their own fundraising activities *in aid of* QSA.

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. Mindful that some of our supporters are for example elderly, we have produced draft internal guidelines for our interactions with vulnerable supporters, which will be finalised soon.

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.



# Quaker Social Action

## Trustees' annual report

### For the year ended 31 March 2023

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#### Our funders

QSA would like to appreciate and thank the many individuals, Quaker meetings and organisations which support the charity financially. During the financial year ending 31 March 2023 the following organisations provided funding to QSA (plus certain other funders which wish to remain anonymous):

abrdn Financial Fairness Trust  
Aberfeldy Big Local  
Barbara Cairns Charitable Trust  
Barnfield Big Local  
Big Give  
Bryan Lancaster's Trust  
Charles S French Charitable Trust  
Charity of Sir Richard Whittington (via Mercers' Company)  
C B & H H Taylor 1984 Trust  
Dulverton Trust  
Ecclesiastical / Benefact Group 'Movement for Good Awards'  
Ericson Trust  
Friends Trusts Limited  
Funeral Solution Expert  
Good Things Foundation  
Jacob Charitable Trust  
Lloyd's of London Foundation (via The Switch)  
Local Trust  
London Quaker Service Trust  
Money and Pensions Service  
Ogilvie Charities  
Orbit Group  
Pears Foundation  
Pimlico Million  
Plaistow South Big Local  
Reed Foundation  
Royal London  
Scott Bader Commonwealth Limited  
Segelman Trust  
Sir James Reckitt Charity  
TL Trust  
William P Bancroft Charitable Trust  
Zephyr Charitable Trust

## Financial review

### Summary of financial performance

The income of £1,685,812 was exceeded by expenditure of £1,924,888 giving a deficit (after net gains on investments) of £171,571 but including an increase in unrestricted funds of £44,858. The full breakdown of the net movement in funds of -£171,571 is as follows:

- Restricted £255,556 **deficit** of which £267,199 is the planned expenditure, on Turn a Corner and Cook Up, of funds restricted for homelessness-related work that were acquired through the merger with Quaker Homeless Action in 2020
- Restricted Big Local (see below) £39,127 **surplus**
- Unrestricted £44,858 **surplus**

Of the total income, £556,453 is income from Local Trust which QSA receives on behalf of the four Big Local projects for which it is the Local Trusted Organisation (LTO): Aberfeldy Big Local, Pimlico Million, Barnfield Big Local and Plaistow South Big Local.

QSA's total funds balance at the year-end (including Local Trust funding as described above) stood at £1,735,862. This is represented by fixed assets of £128,397 plus programme related investments of £429,895, other investments £5,323 and net current assets of £1,172,247. The latter figure is composed of cash and debtors of £1,285,401 less creditors and prepaid grants and unpaid expenditure of £113,154. QSA is registered for VAT.

Sources of income:	Amount	% of income
Income from Local Trust, received on behalf of the four Big Local projects	£556,453	33.01%
Earned income – funds we generate from rental income (commercial rents within the two buildings we use, plus tenants from Move On Up), plus training revenue from Made of Money and Down to Earth	£167,648	9.94%
Other income	£76,071	4.51%
Income from individual supporters and Quaker meetings	£313,202	18.58%
Legacies	£56,870	3.37%
Trusts and foundations	£365,574	21.69%
Income from corporates	£47,518	
Income from public sector	£102,476	6.08%

52% (£877,680) 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 totalled £365,574. Grants of £500 or above are listed in notes 2 and 3 of the financial statements.

In the financial year ending 31 March 2023, QSA received significant legacy income with a total value of circa £56,870.

## 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, other than those which affected the whole of the UK. 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 in 2021.

## Reserves

QSA's reserves sit at £1,735,862, consisting of £805,855 in restricted funds and £930,007 in unrestricted funds. The latter figure is composed of £822,169 in designated funds and a general fund of £107,838. Restricted and designated funds are listed and defined in note 17a 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.

The reserves policy at QSA has two elements:

1. 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.
2. Furthermore, QSA takes its responsibilities to its service participants, staff and volunteers seriously, and would wish to effect a planned and orderly wind down, in the event of such a scenario being needed.

Using a risk-based approach, the committee noted that QSA's largest risk is its uncertain levels of income set against fairly fixed expenditure (point 1 above). 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 £822,169 are held:

- £87,191 held for fixed asset fund
- £247,508 held for emergency/wind down scenarios
- £487,470 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. Caro Humphries became the QSA clerk in September 2022.

**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 engage with services and to 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 40.0 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
- 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 were re-appointed as the charitable company's auditors during the year and have expressed their 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 25 September 2023 and signed on their behalf by:

Caro Humphries  
Chair of trustees

Reference and administrative information

For the year ended 31 March 2023

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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 &amp; 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> <p>Abby Jitendra Caroline Humphries, chair/clerk Caroline Tisdall Ellie Hale Francesca Brown Julie Fewtrell Loveday Shewell, treasurer Mary Aiston Melanie Ndzinga Nico Tyabi Richard Drake Tirion Rees-Davies</p>
<b>Director &amp; 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

## Independent auditor's report

to the members of

Quaker Social Action

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### Opinion

We have audited the financial statements of Quaker Social Action (the 'charitable company') for the year ended 31 March 2023 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 2023 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 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.

## **Independent auditor's report**

**to the members of**

### **Quaker Social Action**

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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. 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.

## Independent auditor's report

to the members of

### Quaker Social Action

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- 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.

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)

11 December 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor

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

## Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	Restricted Big Local £	2023 Total £	Unrestricted £	Restricted £	Restricted Big Local £	2022 Total £
<b>Income from:</b>									
Donations and legacies	2	633,961	4,771	–	<b>638,732</b>	728,366	196,631	–	924,997
Charitable activities									
Made of Money	3b	9,426	60,583	–	<b>70,009</b>	6,750	51,274	–	58,024
Money Guiders Network	3c	–	74,757	–	<b>74,757</b>	–	54,270	–	54,270
Down to Earth	3e	2,656	111,568	–	<b>114,224</b>	2,000	124,238	–	126,238
Move on Up	3g	63,989	–	–	<b>63,989</b>	54,413	–	–	54,413
Cook Up	3n	–	–	–	–	–	2,500	–	2,500
Turn A Corner	3n	–	–	–	–	–	5,000	–	5,000
Restricted Big Local									
Aberfeldy	3f	17,714	–	153,225	<b>170,939</b>	–	7,040	–	7,040
World's End	3h	–	–	1,478	<b>1,478</b>	17,743	7,254	85,000	109,997
Pimlico Million	3j	23,029	–	192,391	<b>215,420</b>	17,545	–	81,357	98,902
Plastow South	3k	17,944	–	95,096	<b>113,041</b>	14,597	–	31,344	45,941
Barnfield	3l	3,490	–	114,262	<b>117,752</b>	13,878	–	18,967	32,846
Investments		9,104	–	–	<b>9,104</b>	609	–	–	609
Other income		96,367	–	–	<b>96,367</b>	77,309	325	–	77,634
<b>Total income</b>		<b>877,680</b>	<b>251,679</b>	<b>556,453</b>	<b>1,685,812</b>	<b>933,211</b>	<b>448,533</b>	<b>216,668</b>	<b>1,598,411</b>
<b>Expenditure on:</b>									
Raising funds		108,211	–	–	<b>108,211</b>	104,778	–	–	104,778
Charitable activities									
Made of Money		109,547	103,377	–	<b>212,924</b>	89,149	75,364	–	164,513
Money Guiders Network		–	75,685	–	<b>75,685</b>	–	26,359	–	26,359
Down to Earth		356,946	111,568	–	<b>468,514</b>	171,320	124,639	–	295,959
Move On Up		106,355	112,170	–	<b>218,525</b>	215,883	32,000	–	247,883
Cook Up		–	137,621	–	<b>137,621</b>	–	123,086	–	123,086
Turn A Corner		–	129,578	–	<b>129,578</b>	–	116,014	–	116,014
This Way Up		28,459	–	–	<b>28,459</b>	24,550	–	–	24,550
Other charitable projects		11,379	9,741	–	<b>21,120</b>	41,978	568	–	42,546
Restricted Big Local									
Aberfeldy		–	–	141,521	<b>141,521</b>	–	–	117,608	117,608
World's End		–	–	11,650	<b>11,650</b>	–	–	154,744	154,744
Pimlico Million		–	–	162,658	<b>162,658</b>	–	–	74,626	74,626
Plastow South		–	–	109,565	<b>109,565</b>	–	–	21,228	21,228
Barnfield		–	–	98,856	<b>98,856</b>	–	–	13,734	13,734
<b>Total expenditure</b>	4a	<b>720,898</b>	<b>679,740</b>	<b>524,250</b>	<b>1,924,888</b>	<b>647,657</b>	<b>498,030</b>	<b>381,941</b>	<b>1,527,628</b>
<b>Net income / (expenditure) before net gains / (losses) on investments</b>		<b>156,782</b>	<b>(428,061)</b>	<b>32,203</b>	<b>(239,076)</b>	<b>285,554</b>	<b>(49,497)</b>	<b>(165,273)</b>	<b>70,784</b>
Net gains / (losses) on investments	11a	–	67,505	–	<b>67,505</b>	(2,914)	–	–	(2,914)
<b>Net income / (expenditure) for the year</b>	5	<b>156,782</b>	<b>(360,556)</b>	<b>32,203</b>	<b>(171,571)</b>	<b>282,640</b>	<b>(49,497)</b>	<b>(165,273)</b>	<b>67,870</b>
Transfers between funds		(111,924)	105,000	6,924	–	(188,114)	–	188,114	–
<b>Net movement in funds</b>	18a	<b>44,858</b>	<b>(255,556)</b>	<b>39,127</b>	<b>(171,571)</b>	<b>94,526</b>	<b>(49,497)</b>	<b>22,841</b>	<b>67,870</b>
<b>Reconciliation of funds:</b>									
Total funds brought forward		885,149	959,698	62,586	<b>1,907,433</b>	790,623	1,009,195	39,745	1,839,563
<b>Total funds carried forward</b>		<b>930,007</b>	<b>704,142</b>	<b>101,713</b>	<b>1,735,862</b>	<b>885,149</b>	<b>959,698</b>	<b>62,586</b>	<b>1,907,433</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 2023

	Note	£	2023 £	£	2022 £
<b>Fixed assets:</b>					
Tangible assets	10		128,397		140,393
Programme related investments	11a		429,895		362,390
Investments	11b		5,323		5,323
			<u>563,615</u>		<u>508,106</u>
<b>Current assets:</b>					
Stock	12	–	–	–	–
Debtors	13	285,879		313,511	
Cash and cash equivalents		999,522		1,230,770	
			<u>1,285,401</u>	<u>1,544,281</u>	
<b>Liabilities:</b>					
Creditors: amounts falling due within one year	13	113,154		144,954	
			<u>1,172,247</u>	<u>1,399,327</u>	
<b>Net current assets</b>					
			<u>1,172,247</u>	<u>1,399,327</u>	
<b>Total net assets</b>	16a		<u>1,735,862</u>	<u>1,907,433</u>	
<b>The funds of the charity:</b>	16a				
Restricted income funds			805,855		1,022,284
Unrestricted income funds:					
Designated funds		822,169		735,326	
General funds		107,838		149,823	
			<u>930,007</u>	<u>885,149</u>	
<b>Total unrestricted funds</b>			<u>930,007</u>	<u>885,149</u>	
<b>Total charity funds</b>			<u>1,735,862</u>	<u>1,907,433</u>	

Approved by the trustees on 25 September 2023 and signed on their behalf by:

Caro Humphries  
Chair

Statement of cash flows

For the year ended 31 March 2023

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

	2023 £	2022 £
<b>Net income / (expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>(171,571)</b>	<b>67,870</b>
Depreciation charges	11,996	5,009
(Dividends, interest and rent from investments)	(9,104)	(609)
Loss /(gain) on investments	(67,505)	2,914
(Increase)/decrease in stocks	-	-
(Increase)/decrease in debtors	27,632	(95,621)
Increase/(decrease) in creditors	(31,800)	(30,032)
<b>Net cash provided by / (used in) operating activities</b>	<b>(240,352)</b>	<b>(50,469)</b>

	Note	2023 £	£	2022 £	£
<b>Cash flows from operating activities</b>					
<b>Net cash provided by / (used in) operating activities</b>			<b>(240,352)</b>		<b>(50,469)</b>
<b>Cash flows from investing activities:</b>					
Dividends, interest and rents from investments		<b>9,104</b>		<b>609</b>	
<b>Net cash provided by / (used in) investing activities</b>			<b>9,104</b>		<b>609</b>
<b>Change in cash and cash equivalents in the year</b>			<b>(231,248)</b>		<b>(49,860)</b>
Cash and cash equivalents at the beginning of the year			<b>1,230,770</b>		<b>1,280,630</b>
<b>Cash and cash equivalents at the end of the year</b>			<b>999,522</b>		<b>1,230,770</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.

**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 has received further legacies this year. All governance oversight and scrutiny continues as before and the central teams of QSA, particularly in the finance, fundraising and leadership functions, have been stable (though subsequent to the year end the head of fundraising and communications is leaving QSA and efforts are underway to recruit a replacement). In the next financial year the programme related investments, currently valued at £429,895 and comprising loan notes pertaining to the Move on Up properties, are expected to be liquidated, providing a further boost in funds restricted for work related to homelessness.

In the first half of 2023 the leadership team completed an analysis of income trends over the past five years, to inform forward-looking estimates of the charity's various income streams up to and including financial year 2025–26. Whilst future income estimates are only approximate, the resilience of the charity's income over the past five years, and steady growth in some key areas of income during this period, gives cause for optimism, without complacency.

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.

**1 Accounting policies (continued)**

**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.

**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.



**1 Accounting policies (continued)**

**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.

**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) 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.

**o) 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.

**1 Accounting policies (continued)**

**p) 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.

**q) 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.

**r) 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 2023

#### 2 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Donations from individuals and Quaker meetings	308,431	–	<b>308,431</b>	151,740	–	151,740
Down to Earth	–	1,000	<b>1,000</b>	–	–	–
Move on Up	–	–	–	–	1,368	1,368
Homelessness	–	500	<b>500</b>	–	2,192	2,192
Quaker Homeless Action	–	3,101	<b>3,101</b>	–	3,020	3,020
Turn A Corner	–	170	<b>170</b>	–	51	51
Donations from legacies	56,870	–	<b>56,870</b>	295,047	189,413	484,460
Quaker funding – trusts						
London Quaker Service Trust	32,500	–	<b>32,500</b>	125,000	–	125,000
Barbara Cairns Charitable Trust	10,000	–	<b>10,000</b>	10,000	–	10,000
Sir James Reckitt Charity	65,000	–	<b>65,000</b>	15,000	–	15,000
William P Bancroft Charitable Trust	1,500	–	<b>1,500</b>	1,500	–	1,500
Friends Trusts Limited	13,410	–	<b>13,410</b>	16,000	–	16,000
C B & H H Taylor 1984 Trust	32,000	–	<b>32,000</b>	32,000	–	32,000
George Cadbury Fund	–	–	–	4,000	–	4,000
Trust and other funding – voluntary income	–	–	–	–	–	–
Pears Foundation	50,000	–	<b>50,000</b>	20,833	–	20,833
Segelman Trust	30,000	–	<b>30,000</b>	23,333	–	23,333
Lambert Charitable Trust	–	–	–	3,500	–	3,500
TL Trust	1,000	–	<b>1,000</b>	1,000	–	1,000
Esmée Fairbairn Foundation	–	–	–	–	–	–
Leathersellers' Company Charitable Fund	–	–	–	–	–	–
Reed Foundation	12,500	–	<b>12,500</b>	–	–	–
Funeral Solution Expert	950	–	<b>950</b>	–	–	–
Ecclesiastical / Benefact Group 'Movement for Good Awards'	10,000	–	<b>10,000</b>	–	–	–
Tudor Trust	–	–	–	–	–	–
Ericson Trust	3,000	–	<b>3,000</b>	2,000	–	2,000
The Bunney Reckitt Trust	–	–	–	1,000	–	1,000
The Paget Trust	–	–	–	2,000	–	2,000
Glasspool Charitable Trust	–	–	–	1,000	–	1,000
Other trusts	6,800	–	<b>6,800</b>	24,000	–	24,000
	<b>633,961</b>	<b>4,771</b>	<b>638,732</b>	<b>728,953</b>	<b>196,044</b>	<b>924,997</b>

#### 3 Income from charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
<b>3b Made of Money</b>						
Charity of Sir Richard Whittington	–	20,000	<b>20,000</b>	–	20,000	20,000
Good Things Foundation – Power Up Initiative	–	–	–	–	17,001	17,001
Good Things Foundation	–	–	–	–	960	960
Zephyr Charitable Trust	–	6,000	<b>6,000</b>	–	5,000	5,000
Orbit Group	–	1,864	<b>1,864</b>	–	–	–
Charles S French Charitable Trust	–	5,000	<b>5,000</b>	–	–	–
Money and Pensions Service	–	27,719	<b>27,719</b>	–	–	–
Financial First Aiders	–	–	–	–	3,160	3,160
Income from training courses	2,940	–	<b>2,940</b>	6,750	–	6,750
Lloyd's of London Foundation	6,486	–	<b>6,486</b>	–	5,153	5,153
Sub-total for Made of Money	<b>9,426</b>	<b>60,583</b>	<b>70,009</b>	<b>6,750</b>	<b>51,274</b>	<b>58,024</b>
<b>3c Money Guiders Network</b>						
Money and Pensions Service	–	74,757	<b>74,757</b>	–	54,270	54,270
Sub-total for Money Guiders Network	–	<b>74,757</b>	<b>74,757</b>	–	<b>54,270</b>	<b>54,270</b>

Notes to the financial statements

For the year ended 31 March 2023

3 Income from charitable activities – continued

	Unrestricted £	Restricted £	2023 £	Unrestricted £	Restricted £	2022 £
<b>3d Bags of Taste</b>						
Fishmongers' Company's Charitable Trust	-	-	-	-	30,320	30,320
Sub-total for Bags of Taste	-	-	-	-	30,320	30,320
<b>3e Down to Earth</b>						
The Dulverton Trust	-	35,000	35,000	-	-	-
Tudor Trust	-	-	-	-	35,000	35,000
Abrdn Financial Fairness Trust	-	40,000	40,000	-	-	-
Funeral Solution Expert	-	-	-	-	2,112	2,112
Other income	-	-	-	-	20,000	20,000
Royal London	-	36,568	36,568	-	35,851	35,851
Income from training courses	2,656	-	2,656	2,000	-	2,000
Esmée Fairbairn Foundation	-	-	-	-	31,275	31,275
Sub-total for Down to Earth	2,656	111,568	114,224	2,000	124,238	126,238
<b>3f Aberfeldy</b>						
Big Local Trust	17,714	151,592	169,306	-	-	-
Good Things Foundation	-	-	-	-	1,440	1,440
Other income	-	1,633	1,633	-	5,600	5,600
Sub-total for Aberfeldy	17,714	153,225	170,939	-	7,040	7,040
<b>3g Move on Up</b>						
Rental income	62,733	-	62,733	52,349	-	52,349
Other income from Move on Up	1,257	-	1,257	2,064	-	2,064
Sub-total for Move on Up	63,989	-	63,989	54,413	-	54,413
<b>3h Worlds End</b>						
Big Local Trust	-	-	-	-	102,863	102,863
Other income	-	1,478	1,478	-	7,134	7,134
Sub-total for Worlds End	-	1,478	1,478	-	109,997	109,997
<b>3j Pimlico Million</b>						
Big Local Trust	23,029	191,547	214,576	-	98,902	98,902
Other income	-	844	844	-	-	-
Sub-total for Pimlico Million	23,029	192,391	215,420	-	98,902	98,902
<b>3k Plaistow South</b>						
Big Local Trust	17,944	94,938	112,882	-	45,941	45,941
Other income	-	159	159	-	-	-
Sub-total for Plaistow South	17,944	95,096	113,041	-	45,941	45,941
<b>3l Barnfield</b>						
Big Local Trust	3,490	112,152	115,642	-	31,563	31,563
Other income	-	2,111	2,111	-	1,283	1,283
Sub-total for Barnfield	3,490	114,262	117,752	-	32,846	32,846
<b>3m Turn A Corner</b>						
J & L Scott Charitable Trust	-	-	-	-	5,000	5,000
Sub-total for Turn A Corner	-	-	-	-	5,000	5,000
<b>3n Cook Up</b>						
Joyce Green Association	-	-	-	-	2,500	2,500
Other income	-	-	-	-	-	-
Sub-total for Cook Up	-	-	-	-	2,500	2,500

Quaker Social Action

Notes to the financial statements

For the year ended 31 March 2023

4a Analysis of expenditure (current year)

	Fundraising costs £	Turn A Corner £	Made of Money £	Aberfeldy £	Move On Up £	Worlds End £	This Way Up £	Down to Earth £	Pimlico Million £	Cook Up £	Money Guiders Network £	Plaistow South £	Barnfield £	Other Charitable Projects £	Support & strategic development £	Governance £	2023 Total £	2022 Total £
Staff costs (Note 6)	2,420	46,563	100,008	83,127	65,406	-	-	195,036	67,460	54,287	-	88,112	24,255	1,998	469,153	1,106	1,198,931	947,961
Staff training & welfare	-	1,565	249	-	255	-	-	1,512	-	-	-	-	-	-	12,388	-	15,969	6,970
Recruitment	-	-	975	-	-	-	-	1,589	-	-	-	-	-	-	6,778	-	9,342	3,727
Travel and subsistence	-	2,643	287	-	383	-	518	74	-	1,565	10	-	-	-	610	-	6,090	3,486
Rent, maintenance and utilities	-	10	-	-	(3)	-	-	60	-	(1,550)	930	-	-	14,042	100,380	-	113,869	118,368
Office costs and equipment	-	1,330	201	-	562	-	-	4,915	-	449	3,020	-	-	549	54,206	-	65,232	58,161
Legal & professional fees	-	200	-	-	-	-	-	-	-	-	-	-	-	4,528	930	-	5,658	2,329
Audit	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6,775	1,225	8,000	10,275
Trustees expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	694	694	5,233
Direct programme costs	-	4,020	1,047	58,394	1,073	11,650	2,716	1,409	95,198	14,939	2,949	21,453	74,601	-	17,890	10,786	318,125	195,790
Insurance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6,285	-	6,285	9,923
Bank charges and interest	-	-	-	-	-	-	-	-	-	-	-	-	-	3	2,062	-	2,065	725
Cash and debt write-offs	-	-	-	-	4,715	-	-	-	-	-	-	-	-	-	(140)	-	4,575	11,910
White goods and beds	-	-	-	-	85,304	-	-	-	-	-	-	-	-	-	132	-	85,436	82,351
Beneficiary expenses	-	-	25	-	-	-	-	-	-	-	-	-	-	-	-	-	25	-
Vehicle running costs	-	1,721	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,721	13,939
Depreciation	-	2,610	-	-	-	-	-	-	-	-	-	-	-	-	9,386	-	11,996	5,009
Sub-contractors & agency staff	-	-	585	-	333	-	25,225	-	-	-	36,018	-	-	-	-	-	62,161	34,923
Community events & activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5,083
Funeral support payments	-	-	-	-	-	-	-	8,714	-	-	-	-	-	-	-	-	8,714	11,464
Other misc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2,420	60,662	103,377	141,521	158,028	11,650	28,459	213,309	162,658	69,690	42,927	109,565	98,856	21,120	686,835	13,811	1,924,888	1,527,628
Governance & strategic developme	-	1,535	2,302	-	1,535	-	-	6,138	-	1,535	766	-	-	-	-	(13,811)	-	-
Support (staff cost)	105,791	67,381	107,245	-	58,962	-	-	249,067	-	66,396	31,992	-	-	-	(686,835)	-	-	-
<b>Total expenditure 2023</b>	<b>108,211</b>	<b>129,578</b>	<b>212,924</b>	<b>141,521</b>	<b>218,525</b>	<b>11,650</b>	<b>28,459</b>	<b>468,514</b>	<b>162,658</b>	<b>137,621</b>	<b>75,685</b>	<b>109,565</b>	<b>98,856</b>	<b>21,120</b>	<b>-</b>	<b>-</b>	<b>1,924,888</b>	1,527,628
Total expenditure 2022	104,778	116,014	164,513	117,608	247,883	154,744	24,550	295,959	74,626	123,086	26,359	21,228	13,734	42,546	-	-	-	1,527,628

## Notes to the financial statements

For the year ended 31 March 2022

## 4b Analysis of expenditure (prior year)

	Charitable activities															Other Charitable Projects £	Support & strategic development £	Governance £	2022 Total £	2021 Total £
	Fundraising costs £	Homestore £	Turn A Corner £	Made of Money £	Aberfeldy £	Move On Up £	Worlds End £	This Way Up £	Down to Earth £	Pimlico Million £	Cook Up £	Bags of Taste	Money Guiders Network £	Plaiستow South £	Barnfield £					
Staff costs (Note 6)	35,826	281,765.23	28,233	68,945	89,095	52,727	77,771	–	171,242	12,161	29,715	–	18,820	15,039	5,208	13,756	315,328	14,095	947,961	798,431
Staff training & welfare	–	–	103	1,070	30	228	–	50	380	–	349	–	–	–	–	–	4,760	–	6,970	5,633
Recruitment	–	–	–	–	–	257	–	–	1,060	–	–	–	–	–	–	–	2,410	–	3,727	25
Travel and subsistence	–	–	1,147	56	–	37	–	–	1,310	–	400	–	–	–	–	–	536	–	3,486	514
Rent, maintenance and utilities	–	–	–	–	–	16	–	(300)	–	–	8,074	–	–	–	–	330	109,692	556	118,368	94,382
Office costs and equipment	–	–	280	4,477	–	138	–	–	2,154	–	165	–	–	–	–	–	50,947	–	58,161	35,041
Legal & professional fees	–	–	–	–	–	1,406	–	–	–	–	–	–	–	–	–	–	923	–	2,329	19,120
Audit	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	9,950	325	10,275	4,950
Trustees expenses	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	1,086	–	4,147	5,233	213
Direct programme costs	–	–	–	1,311	27,200	125	75,520	350	1,219	62,349	2,047	–	–	5,956	8,409	–	7,774	3,530	195,790	220,435
Insurance	–	–	1,189	–	–	–	–	–	–	–	–	–	–	–	–	–	8,734	–	9,923	7,817
Bank charges and interest	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	725	–	725	1,003
Cash and debt write-offs	–	–	–	–	–	11,910	–	–	–	–	–	–	–	–	–	–	–	–	11,910	1,185
White goods and beds	–	–	–	–	–	81,993	–	–	–	–	–	–	–	–	–	–	–	–	82,351	91,923
Beneficiary expenses	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Vehicle running costs	–	–	13,659	–	–	–	280	–	–	–	–	–	–	–	–	–	–	–	13,939	5,605
Depreciation	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	5,009	19,175
Sub-contractors & agency staff	–	–	–	(495)	–	2,944	240	24,450	–	–	–	–	–	–	–	568	4,441	–	34,923	48,885
Community events & activities	–	–	–	–	–	–	–	–	–	–	–	–	5,083	–	–	7,784	–	–	5,083	–
Funeral support payments	–	–	–	–	–	–	–	–	11,464	–	–	–	–	–	–	–	–	–	11,464	16,494
Other misc	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	10,000
	35,826	–	44,611	75,364	116,325	151,781	153,811	24,550	188,829	74,510	40,750	–	23,903	20,995	13,617	23,524	516,578	22,653	1,527,628	1,380,831
Governance & strategic development	–	–	3,114	4,108	–	5,948	–	–	3,280	–	1,251	–	–	–	–	4,954	–	(22,653)	–	–
Support (staff cost)	68,952	–	68,289	85,041	1,283	90,155	933	–	103,850	116	81,085	–	2,456	233	117	14,068	(516,578)	–	–	–
<b>Total expenditure 2022</b>	<b>104,778</b>	<b>–</b>	<b>116,014</b>	<b>164,513</b>	<b>117,608</b>	<b>247,883</b>	<b>154,744</b>	<b>24,550</b>	<b>295,959</b>	<b>74,626</b>	<b>123,086</b>	<b>–</b>	<b>26,359</b>	<b>21,228</b>	<b>13,734</b>	<b>42,546</b>	<b>–</b>	<b>–</b>	<b>1,527,628</b>	1,380,831
Total expenditure 2021	95,076	208,476	24,492	165,373	166,006	134,986	145,646	20,650	223,912	95,873	–	32,564	–	–	–	67,780	–	–	–	1,380,831

Notes to the financial statements

For the year ended 31 March 2023

**5 Net income for the year**

This is stated after charging / crediting:

	2023 £	2022 £
Depreciation	11,996	5,009
Rental license agreement:		
Property	69,537	67,104
Operating lease (photocopiers):	658	991
Auditor's remuneration (excluding VAT):		
Audit	8,000	6,835

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

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	1,038,547	855,934
Agency staff	–	–
Redundancy and termination costs	5,000	–
Social security costs	99,636	45,820
Employer's contribution to defined contribution pension schemes	55,748	46,207
	<u>1,198,931</u>	<u>947,961</u>

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 (2022: Nil).

The total employee benefits (including pension contributions and employers' NI) of the key management personnel were £231,563 (2022: £218,076). Redundancy costs for the year were £5,000 (2022: nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £694 (2022: £230) incurred by four trustees (2021: two) member relating to attendance at meetings of the trustees.

Notes to the financial statements

For the year ended 31 March 2023

**7 Staff numbers**

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

	2023		2022	
	Average No.	FTE	Average No.	FTE
Raising funds	6.0	5.5	3.0	2.9
Made of Money	3.0	3.0	3.0	2.0
Money Guiders Network	1.0	.5	1.0	1.0
Down to Earth	8.0	6.4	7.0	4.0
Move on up	2.0	1.2	2.0	1.2
Fair Funerals	–	–	1.0	1.0
Cook Up	2.0	1.0	2.0	1.0
Turn A Corner	2.0	1.0	2.0	1.0
Aberfeldy	4.0	2.4	5.0	2.6
Plaistow South	5.0	2.4	4.0	2.0
Worlds End	–	–	3.0	1.6
Pimlico Million	3.0	2.2	1.0	0.6
Barnfield	1.0	.4	1.0	.4
Support	7.0	5.5	7.0	6.8
	<b>44</b>	<b>31.5</b>	<b>42.0</b>	<b>28.1</b>

**8 Related party transactions**

There are no individual trustees / related parties who have made exceptional donations that could create undue influence over the charity for 2023 (2022: 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.

**9 Taxation**

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



10 Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Motor Vehicles £	Total £
<b>Cost</b>				
At the start of the year	160,000	49,310	13,050	222,360
Additions at cost	–	–	–	–
Disposals in year	–	–	–	–
At the end of the year	160,000	49,310	13,050	222,360
<b>Depreciation</b>				
At the start of the year	37,833	41,524	2,610	81,967
Charge for the year	1,600	7,786	2,610	11,996
Eliminated on disposal	–	–	–	–
At the end of the year	39,433	49,310	5,220	93,963
<b>Net book value</b>				
At the end of the year	120,567	–	7,830	128,397
At the start of the year	122,167	7,786	10,440	140,393

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

11a Programme related investments

	2023 £	2022 £
Value at the start of the year	–	–
Acquired from Quaker Homeless Action	362,390	362,390
Net gain / (loss) on change in fair value	67,505	–
Value at the end of the year	429,895	362,390

Investments comprise:

	2023 £	2022 £
Loan notes to Commonweal Housing Association	429,895	362,390
	429,895	362,390

The Move on Up properties, which were purchased by the Commonweal loan notes, were revalued in August 2023 as part of an annual desktop exercise conducted by Commonweal.

Notes to the financial statements

For the year ended 31 March 2023

11b Investments

	2023 £	2022 £
Fair value at the start of the year	5,323	8,237
Net gain / (loss) on change in fair value	–	(2,914)
Fair value at the end of the year	<u>5,323</u>	<u>5,323</u>
Investments comprise:		
Shares in Triodos Bank	<u>5,323</u>	<u>5,323</u>

12 Debtors

	2023 £	2022 £
Trade debtors	127,715	54,516
Other debtors	13,465	16,734
Acquired from Quaker Homeless Action	1,093	1,093
Prepayments and accrued income	143,606	241,168
	<u>285,879</u>	<u>313,511</u>

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors & accruals	69,249	48,468
Other creditors	43,905	63,153
Deferred income	–	33,333
	<u>113,154</u>	<u>144,954</u>

Notes to the financial statements

For the year ended 31 March 2023

14 Deferred income

Deferred income comprises grants already received that must be spent on 2021-22 projects.

	2023 £	2022 £
Balance at the beginning of the year	33,333	77,499
Amount released to income in the	(33,333)	(77,499)
Amount deferred in the year	–	33,333
Balance at the end of the year	–	33,333

15 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.

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	87,191	41,206	128,397
Investments	5,323	–	429,895	435,218
Net current assets	102,515	734,978	334,754	1,172,247
Net assets at the end of the year	107,838	822,169	805,855	1,735,862

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	–	98,619	41,774	140,393
Investments	5,323	–	362,390	367,713
Net current assets	144,500	636,707	618,120	1,399,327
Net assets at the end of the year	149,823	735,326	1,022,284	1,907,433

17a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
<b>Restricted funds:</b>					
Samuel Gurney	41,774	–	(568)	–	41,206
Made of Money	128,393	60,583	(103,377)	–	85,599
Money Guiders Network	27,911	74,757	(75,685)	–	26,984
Aberfeldy	34,891	153,225	(141,521)	–	46,595
Worlds End	7,601	1,478	(11,650)	2,571	–
Plaistow South	10,116	95,096	(109,565)	4,353	
Barnfield	5,233	114,262	(98,856)		20,639
Pimlico Million	19,041	192,391	(162,658)	–	48,774
Down to Earth	–	111,568	(111,568)	–	–
Move On Up	112,170	–	(112,170)	–	–
Turn A Corner	5,000	–	(129,578)	124,578	–
Cook Up	2,500	–	(137,621)	135,121	–
Quaker Homeless Action	589,793	72,276	–	(154,699)	507,370
Move On Out	37,861	–	(9,173)	–	28,688
<b>Total restricted funds</b>	<b>1,022,284</b>	<b>875,637</b>	<b>(1,203,990)</b>	<b>111,924</b>	<b>805,855</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Fixed Asset fund	98,619	–	–	(11,428)	87,191
Operational contingencies	417,473	–	–	69,997	487,470
Contingency reserves	219,234	–	–	28,274	247,508
<b>Total designated funds</b>	<b>735,326</b>	<b>–</b>	<b>–</b>	<b>86,843</b>	<b>822,169</b>
<b>General funds</b>	<b>149,823</b>	<b>877,680</b>	<b>(720,898)</b>	<b>(198,767)</b>	<b>107,838</b>
<b>Total unrestricted funds</b>	<b>885,149</b>	<b>877,680</b>	<b>(720,898)</b>	<b>(111,924)</b>	<b>930,007</b>
<b>Total funds</b>	<b>1,907,433</b>	<b>1,753,317</b>	<b>(1,924,888)</b>	<b>–</b>	<b>1,735,862</b>

17b Movements in fund (prior year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
<b>Restricted funds:</b>					
Homestore	-	-	-	-	-
Samuel Gurney	42,342	-	(568)	-	41,774
Made of Money	152,483	51,274	(75,364)	-	128,393
Money Guiders Network	-	54,270	(26,359)	-	27,911
Aberfeldy	35,550	7,040	(117,608)	109,909	34,891
Worlds End	938	92,254	(154,744)	69,153	7,601
Plaistow South	-	31,344	(21,228)	-	10,116
Barnfield	-	18,967	(13,734)	-	5,233
Pimlico Million	3,258	81,357	(74,626)	9,052	19,041
Down to Earth	401	124,238	(124,639)	-	-
Move On Up	144,170	-	(32,000)	-	112,170
Turn A Corner	-	5,000	-	-	5,000
Cook Up	-	2,500	-	-	2,500
Quaker Homeless Action	631,937	196,956	(239,100)	-	589,793
Move On Out	37,861	-	-	-	37,861
<b>Total restricted funds</b>	<b>1,048,940</b>	<b>665,200</b>	<b>(879,970)</b>	<b>188,114</b>	<b>1,022,284</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Fixed Asset fund	103,060	-	-	(4,441)	98,619
Operational contingencies	302,216	-	-	115,257	417,473
Contingency reserves	208,638	-	-	10,596	219,234
<b>Total designated funds</b>	<b>613,914</b>	<b>-</b>	<b>-</b>	<b>121,412</b>	<b>735,326</b>
<b>General funds</b>	<b>176,709</b>	<b>930,297</b>	<b>(647,657)</b>	<b>(309,526)</b>	<b>149,823</b>
<b>Total unrestricted funds</b>	<b>912,035</b>	<b>930,297</b>	<b>(647,657)</b>	<b>(188,114)</b>	<b>885,149</b>
<b>Total funds</b>	<b>1,960,975</b>	<b>1,595,497</b>	<b>(1,527,627)</b>	<b>-</b>	<b>1,907,433</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 a light industrial unit used until 2020 to deliver our Homestore service, a project offering furniture reuse. 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.
- 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.
- 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.

Notes to the financial statements

For the year ended 31 March 2023

17 Movements in funds (continued)

- Plaistow South. 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.
- Barnfield. 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. This fund currently supports our homelessness projects, Turn A Corner and Cook Up. In future, the intention is to utilise remaining funds for homelessness work, such as Turn A Corner and Cook Up. This figure has increased by £105,000 in 2022/23 financial year due to an adjustment for the legacy received in the prior year.
- 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 will be used during life of the project ending in 2023.

**Designated funds:**

- Operational contingencies. 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.

18 Analysis of cash and cash equivalents

	At 1 April 2022 £	Cash flows £	Other changes £	At 31 March 2023 £
Cash at bank and in hand	713,722	(231,248)	–	482,474
Notice deposits (less than three months)	517,048	–	–	517,048
<b>Total cash and cash equivalents</b>	<b>1,230,770</b>	<b>(231,248)</b>	<b>–</b>	<b>999,522</b>

Notes to the financial statements

For the year ended 31 March 2023

**19 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 2023 £	2022 £
Less than one year	68,782	67,104
One to five years	105,689	167,760
	<b>174,470</b>	<b>234,864</b>

	Photocopiers 2023 £	2022 £
Less than one year	-	-
One to five years	-	-
	<b>-</b>	<b>-</b>

**20 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.