

ISLAND ADVICE CENTRE

England & Wales · Charity number 1076857

Details

Status Registered

Legal form Charitable company

Company number [03375266](#)

Registered 1999-08-02

Register [View on the Charity Commission register](#)

Contact

Address Island House
Roserton Street
London
E14 3PG

Phone 02075380094

Email admin@island-advice.org.uk

Website www.island-advice.org.uk

Activities

Objects: TO RELIEVE POVERTY IN THE AREA KNOWN AS THE ISLE OF DOGS AND NEARBY AREAS BY THE ADVANCEMENT OF EDUCATION OF THE GENERAL PUBLIC IN THE FIELD OF WELFARE AND INDIVIDUAL RIGHTS.

Activities: IAC is an independent advice service that provides support and guidance on statutory rights and entitlement to local residents. Areas of advice include; welfare rights, housing, debt. Advice is given from basic level up to specialist casework. In addition the organisation provides training and volunteering opportunities to individuals interested in developing advice skills.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Education/training, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** LONDON BOROUGH OF TOWER HAMLET
- Tower Hamlets

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£467,465	£482,423	-	-
2024-03-31	£431,317	£445,986	-	-
2023-03-31	£409,333	£395,159	-	-
2022-03-31	£366,662	£373,433	-	-
2021-03-31	£452,051	£407,613	-	-

Trustees

Name	Role	Appointed
KATHERINE ELAINE WILSON	Chair	2013-09-06
CHRIS PARSONS		
Cathy Weir		2023-09-20
Godline SINGH		2018-12-01
Hasan Kawsar Chowdhury		2024-08-23
SHABNAM SHARMIN		2011-12-07
STEVEN LAKE		
Stephanie Dickinson		2020-12-01
THOMAS SIGGERS		2012-12-17

ISLAND ADVICE CENTRE

England & Wales - Charity number 1076857

Accounts

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Registered No.: 03375266)
(Charity No.: 1076857)

TRUSTEES' ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

ISLAND ADVICE CENTRE
(A company limited by guarantee)

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FOR THE YEAR ENDED 31 MARCH 2025

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**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

**TRUSTEES' ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

The trustees present their annual report and audited financial statements for the year ended 31 March 2025.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name and registration numbers

Name: Island Advice Centre
Company No: 03375266
Charity No: 1076857

Board of Trustees

Katherine Wilson	Chair
Shabnam Sharmin	Treasurer
Steve Lake	
Chris Parsons	
Thomas Siggers	
Godline Singh	
Stephanie Dickinson	
Hasan Chowdhury	Appointed on 23/8/24
Cathy Weir	

Centre Manager

Sarah Sauvat

Registered Office and Principal Address

Island House
Roserton Street
London
E14 3PG

Auditor

Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025

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OBJECTIVES AND ACTIVITIES

Main objective and mission

The objective of the Island Advice Centre (Island Advice or IAC) is to relieve poverty in the area known as the Isle of Dogs and nearby areas by the advancement of education of the general public in the field of welfare and individual rights.

Main activities

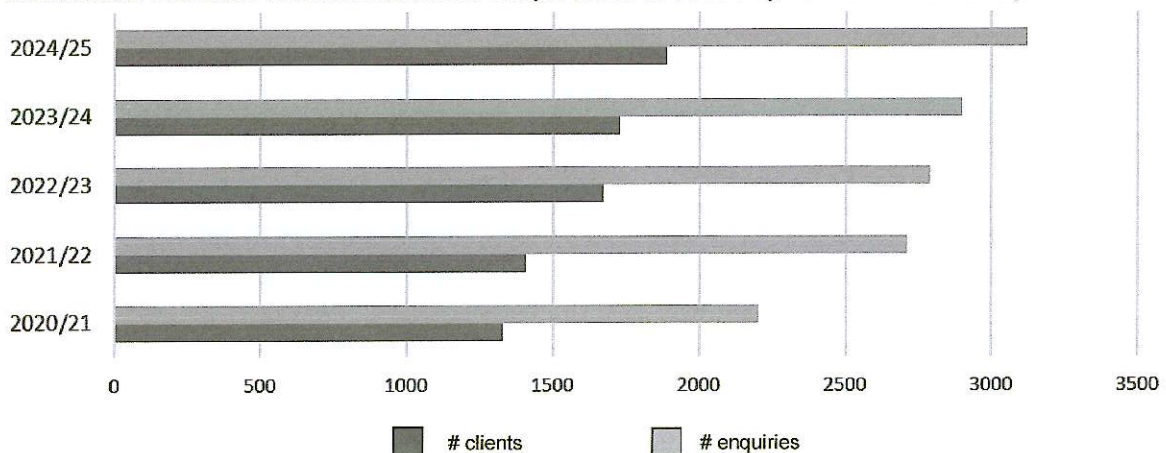
Island Advice Centre offers free, confidential accessible advice services across the borough of Tower Hamlets. Help is provided for a range of problems including benefits, debt, and housing. Advice is given by paid advisers and by volunteers attending our Volunteer Training Project.

Our services include:

- Weekly advice drop-in sessions
- Weekly digital drop-in sessions in partnership with Island House
- Weekly telephone advice service
- Debt & financial capability clinics by appointment
- Disability form filling clinics by appointment
- Specialist advice and casework in welfare rights, housing & debt
- Disability benefits end-to-end casework from application to tribunal representation
- Outreach advice sessions at GP surgeries in Primary Care Networks (PCNs) 8, 7 and 1
- Advice work training and accreditation course
- Administration and advice volunteer opportunities
- NVQ Assessment in Advice & Guidance Level 3 & 4
- Development of capacity building, networking and information sharing, a network led referral (THCAN)

THE DEMAND

In the year 2024/2025 we dealt with 3,121 enquiries from 1,891 local residents across a range of issues. The demand for our services and the number of enquiries which need to be addressed continues to increase. We have increased our provision of advice by 35% over the last 5 years.



ISLAND ADVICE CENTRE
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TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025
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OUR ADVICE AND CASEWORK

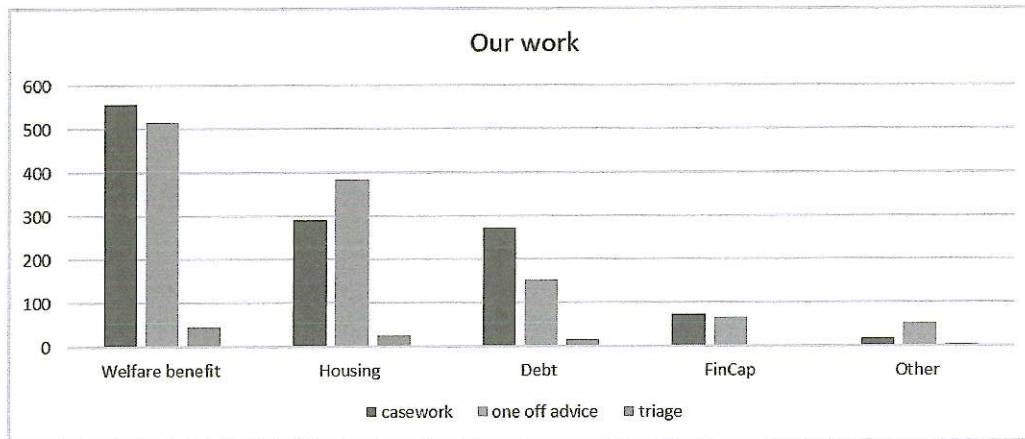
Our activities can be broadly divided into four categories:

Specialist casework	debt and money management advice	funded by Lottery Community Fund
	welfare benefits casework and appeals	funded by London Legal Support team under Greater London Authority (GLA) Advising Londoner Project
	housing advice and casework	funded by Trust for London
Generalist advice provision	delivered through drop-in sessions, telephone advice and appointments	funded by East End Citizens Advice LCF partnership and subsequently Mayor Grant Programme as well as Wakefield & Tetley
Advice volunteer training	volunteer training project	funded by Advice UK & East End Community fund
	NVQ assessments carried out by qualified staff	funded by a mix of grants from Advice UK and fee payments by candidates/their employers
	training sessions and workshops delivered to other agencies	funded by Citizen Advice under GLA Advising Londoner Project
Peer support and coordination work	This work consists of support for Tower Hamlets Community Advice Network and coordination of referrals	funded by North East London (NEL) NHS

The advisers at Island Advice aim to take a holistic approach to client issues and will make referrals to specialist advisers within Island Advice or to other agencies, where appropriate, to help the client fully resolve their problems. This may include digital inclusion, money management, English for Speakers of Other Languages (ESOL) classes, health related groups, solicitors, and / or other support.

OUR WORK

We continue to deliver end-to-end casework in our 3 areas of specialism: welfare benefits, housing, and debt. Nearly 50% of the issues coming to us must be addressed at casework level to potentially reach a remedy. Welfare benefits continues to be the main area of social welfare requiring casework support, which is often up to independent tribunal appeal level. This is closely followed by an ever-increasing demand for support with housing matters falling outside the legal aid scope. The demand for debt advice continues especially in light of the cost of living crisis. However, housing and welfare benefit issues are all too often associated with debt problems and cost of living concerns, and clients often require a holistic support across different social welfare areas of specialism at casework level.



Welfare Benefits

Our advisers deal with hundreds of enquiries a year including advice about entitlement to benefits, “better off calculations”, incorrect decisions, reviews, mandatory reconsiderations, appeals and tribunal hearings. Our work mainly consists of increasing peoples’ income through advice and support, by helping them to access their legal rights relating to their entitlement(s) and local support provision often involving disputing incorrect decisions, requiring complex casework and representation at tribunal hearings.

Housing

The housing crisis in London is becoming more and more evident each year and the demand for housing advice continues to grow. Shortage of social housing, poor housing conditions and rising homelessness have led to ever greater social welfare advice demands. As housing shortages worsen and homelessness rises, the courts are increasingly holding local authorities accountable for their legal obligations. From homelessness assessments to the enforcement of housing standards, recent significant legal developments that are reshaping tenants’ rights and clarifying the responsibilities of landlords and local authorities have come to the forefront. Therefore, the need for specialists housing casework is even more essential to ensure people access their legal rights when it comes to housing. It is also essential that the experience of residents is addressed with local authorities to improve good practice and the correct application of the law. (Even those who are aware of their rights find it difficult to have them enforced - local authorities will often choose to ignore residents and will only take action once there has been an intervention by an organisation such as ours).

Debt and Financial Capability

Island Advice Centre is a licensed and regulated debt advice provider which provides specialist debt casework. Our experienced caseworker is Certificate in Money Advice Practice (CertMAP) qualified and an approved intermediary for debt relief order (DRO) applications. Over the last year, we have continued to offer advice in debt matters including rent arrears, council tax arrears, utility debts, benefits overpayment, and debts such as credit cards and loan. Our debt advice approach is holistic and our casework is extensive; we ensure we go beyond the presenting point and address all underlying issues including ensuring income maximization is considered and liability issues are explored.

We also set up a weekly Friday financial capability clinic offering appointments to local residents for financial assessment followed up by in house debt support with our qualified debt caseworker when a need is identified.

**ISLAND ADVICE CENTRE
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TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025

/contd....

OUR OUTREACH SERVICES

Tower Hamlets Connect

A consortium led by Age UK successfully extended advice service in all GP surgeries in Tower Hamlets. As partners of this consortium, we deliver 28 hours of advice sessions per week across 10 GP surgeries. This service helps relieve pressures on GPs and other health professionals in busy health centres.

Tower Hamlets Community Advice Network (THCAN)

Island Advice Centre leads Tower Hamlets Community Advice Network (THCAN). THCAN is a partnership of local advice centres that work together to ensure Tower Hamlets residents have access to free, high-quality advice and representation in social welfare law (welfare benefits, debt, housing, employment, immigration, etc.).

Through THCAN, Island Advice provides:

- www.thcan.org.uk
- A cross-organisation referral system and referrals portal
- Welfare rights forums
- Volunteer placements
- Trainings and workshops
- City & Guilds NVQ's Level 3 & 4 in Advice & Guidance
- Steering group meetings
- Newsletters

OUR TRAINING AND EDUCATION OFFER

Volunteer Training Project and Learning to Advise Certificate

Volunteers are one of Island Advice's most valuable assets; they help to deliver the much-needed advice services we provide.

Through our Volunteer Training Project, training and development opportunities are provided for volunteers and front-line workers in view of developing their skills and knowledge and completing the Learning to Advise Course alongside relevant work experience. This enables many of our volunteers to move into employment. During the 2024/2025 year, there were 16 volunteer placements across 9 organisations.

Advice Work Training Workshops

Island Advice also delivers advice work training workshops relating to benefits appeals, housing issues, benefits overview, immigration, and employment and tackling pensioner poverty.

City and Guilds NVQ in Advice & Guidance

Twenty individuals also completed City & Guilds NVQ in Advice & Guidance level 3 or 4 during the year 2024/2025.

In collaboration with Bromley Insights, Island Advice Centre continued to deliver training courses to cohorts of specialist/hybrid Advice-Social Prescribing Link Workers in the UK.

ISLAND ADVICE CENTRE
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TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025

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HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

The trustees, when exercising any powers or duties relating to how the organisation undertakes its work and spends the resources it raises always have due regard to the Charity Commission's public benefit guidance.

Our charitable activities focus on the provision of free advice and advocacy to residents of Tower Hamlets and surrounding areas. We incorporate the help of local volunteers both in our management committee and service delivery.

Therefore, the public benefit is twofold:

- Firstly, by helping those in need to secure their statutory rights and entitlements and empowering them through awareness and support. Without this support many of our clients would suffer or continue to suffer various issues which are detrimental to their well-being and the well-being of those under their care.
- Secondly, through our volunteering opportunities, we up-skill residents and give them the experience and skills needed to enter the job market and participate in the local and wider economy. Many of our volunteers move on to paid employment both in the advice sector and in other areas.

ACHIEVEMENTS AND PERFORMANCE

During the year, Island Advice assisted over 2,300 clients and achieved over £4,000,000 in positive outcome.

Welfare rights	
Number of clients assisted	701
Appeals success rate	84.6%
Confirmed financial gains	£873,948
Housing	
Number of clients assisted	481
Financial outcome (benefits gain and compensation)	£148,235
Debt	
Number of clients assisted	282
Number of DRO carried out for clients	36
Amount of debts written off	£541,138
Amount of debt managed	£1,347,195
Financial outcome (benefits gain and grants through FinCap support)	£68,234

ISLAND ADVICE CENTRE
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TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025

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Generalist Advice	
Number of clients helped	339
Potential financial gains identified	£295,743
Advice in Health Setting Outreach Services	
Number of clients helped	582
Potential financial gains identified	£765,143
Total	£4,039,636

FINANCIAL REVIEW

Principal Funding Sources

Island Advice relies on charitable grants and statutory funding for its income. The organisation has an ongoing strategy of applying for any available grants targeted for the provision of social welfare law advice from large statutory funders as well as smaller trusts and foundations. The principal funding sources in this year were the National Lottery Community Fund, East End Citizens Advice, Age UK, the National Health Service (NHS), Trust for London, and London Legal Support Trust; other funders included Advice UK, Wakefield and Tetley, East End Community Foundation, Citizens Advice Bureau Wandsworth, and London Borough of Tower Hamlets. At the end of the reporting period the organisation was operating at a deficit.

Reserves policy

Trustees have established that in order to fulfil their responsibilities to staff and to minimise the risk of any breach of statute or organisational duty the organisation should hold sufficient funds in reserve to meet the core costs for three months, equivalent to £37,467. Reserves will be built up from unrestricted funds, and the level of reserves will be reviewed annually by the Board. The total unrestricted funds at the year-end were £110,898 (2024: £102,261).

Certain restricted funds show a deficit at the year-end. This arises because expenditure has been incurred on ongoing projects for which funding has been secured for the subsequent financial year but cannot yet be recognized under the Charities SORP income recognition criteria. The trustees are satisfied that sufficient funding is in place to cover these deficits and that the projects will continue as planned.

Investment policy

Any surplus funds will be held in low risk, secure investments such as the charities deposit fund run by CCLA Investment Management Ltd. Additionally the organisation uses an interest-bearing current account in order to maximise the value of any cash held.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Directors of the company are also the Trustees of the charity. The charity's governing document is a memorandum and articles of association dated 23rd May 1997 and updated on 29th June 1999.

Island Advice Centre is a registered charity and a company limited by guarantee.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025

/contd....

Trustee appointment and training

Trustees are elected at the organisation's AGM. In addition, the board may, at its discretion, make appointments to the Board between AGMs. The Board endeavours to ensure that its membership covers a wide range of experience and skills and that the backgrounds of the members of the Board reflect a balance that is appropriate to the charity's mission and activities. New trustees are provided with appropriate information and access to relevant training.

Organisational structure

Operational management of the organisation is delegated to the Centre Manager who takes overall responsibility for the day to day running of the organisation, planning and strategy, and implementing the directions of the Board. The Centre Manager is part of a senior management team that includes the Advice Manager, the Volunteer Coordinator, and Housing, Debt and Welfare Benefits Advice Supervisors.

Involvement of volunteers

The board of trustees are volunteers drawn from the local community, the business sector, other voluntary sector organisations and ex- advice staff and volunteers. The organisation also uses local community volunteers and law students to assist in the delivery of advice services and to carry out administrative support.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Island Advice Centre for the purposes of company law) are responsible for preparing the Trustees' Annual 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. Under company law the trustees must not approve the financial statements unless they are satisfied that they give 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2025

/contd....

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware;
and
- 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 auditor is 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

A resolution proposing the re-appointment of Kingston Burrowes as auditor to the company will be put to the Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 29 December 2025 and signed on its behalf, by



Katherine Wilson
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2025

Opinion

We have audited the financial statements of Island Advice Centre (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 2025, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The 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. 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2025

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 directors' report included within the trustees' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement (set out on pages 8 and 9), the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE (A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2025

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 specific procedures for this engagement and the extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2025

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.



Kevin Fisher BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

Date: 29 December 2025

ISLAND ADVICE CENTRE
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income from:					
Donations and legacies	2	-	-	-	-
Charitable activities	3	25,275	439,901	465,176	429,176
Investments	4	2,289	-	2,289	2,141
Total		<u>27,564</u>	<u>439,901</u>	<u>467,465</u>	<u>431,317</u>
Expenditure on:					
Charitable activities	5	18,927	463,496	482,423	445,986
Total		<u>18,927</u>	<u>463,496</u>	<u>482,423</u>	<u>445,986</u>
Net income/(expenditure)	8	8,637	(23,595)	(14,958)	(14,669)
Transfers between funds	14	-	-	-	-
Net movement in funds	14	8,637	(23,595)	(14,958)	(14,669)
Reconciliation of funds:					
Total funds brought forward	14	102,261	22,015	124,276	138,945
Total funds carried forward	14	<u>£110,898</u>	<u>£ (1,580)</u>	<u>£109,318</u>	<u>£124,276</u>

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
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(Company No: 03375266)


BALANCE SHEET

AS AT 31 MARCH 2025

		2025		2024	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	11		-		-
CURRENT ASSETS					
Debtors	12	52,737		26,074	
Cash at bank and in hand		196,180		132,002	
		248,917		158,076	
LIABILITIES					
Creditors					
Amounts falling due within one year	13	139,599		33,800	
NET CURRENT ASSETS			109,318		124,276
NET ASSETS	15		£ 109,318		£124,276
FUNDS					
Restricted	14		(1,580)		22,015
Unrestricted	14		110,898		102,261
TOTAL FUNDS	14		£109,318		£124,276

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees on 29 December 2025 and signed on its behalf by:



Katherine Wilson
Chair

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES

General information and basis of accounting

Island Advice Centre is a registered charity (no. 1076857) and a private company (no. 03375266) limited by guarantee, registered in England and Wales. Each member is liable to contribute an amount not exceeding £1 in the event of the charitable company being wound up. The registered office is given in the Trustees' Annual Report on page 1.

The charity constitutes a public benefit entity as defined by FRS 102. 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and United Kingdom Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund.

Incoming resources

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Where grants are awarded over a specified or implied timeframe, the income is recognised evenly over the grant period. A contingent asset is disclosed for the unrecognised amount of multi-year grants.

Resources expended

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

Expenditure is allocated to each activity where the costs relate directly to that activity. Support costs, including governance costs, that do not relate directly to any activity are apportioned to each activity on the basis of staff time.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2025	Total 2024
Bank interest	<u>£2,289</u>	<u>£Nil</u>	<u>£2,289</u>	<u>£2,141</u>

All of the £2,141 recognised in 2024 was unrestricted funds.

5. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2025 £	Total 2024 £
Staff costs	301,579	74,163	375,742	335,627
Direct project costs	23,904	-	23,904	36,198
NVQ assessment and materials	2,280	-	2,280	8,697
Premises costs	2,957	26,538	29,495	25,844
Payroll services	1,395	355	1,750	635
Volunteers' expenses	440	198	638	656
Professional fees	-	6,038	6,038	10,603
Subscriptions, licences and insurance	-	12,272	12,272	6,416
Training and recruitment	-	5,004	5,004	1,209
Stationery, postage, and copier	-	4,486	4,486	5,354
Telephone and internet	-	4,196	4,196	4,804
Refreshment and hospitality	-	1,967	1,967	-
Bookkeeping and finance	-	1,830	1,830	3,000
Computer and equipment expenses	-	990	990	-
Sundry expenses	-	864	864	1,202
Travel costs	-	673	673	380
Publications	-	211	211	250
Governance cost (note 7)	-	10,083	10,083	5,111
	<u>£332,555</u>	<u>£149,868</u>	<u>£482,423</u>	<u>£445,986</u>

Of the £445,986 expenditure recognised in 2024, £92,722 was charged to unrestricted funds and £353,264 was charged to restricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2025 £	Total 2024 £
Specialist casework	122,195	55,068	177,263	135,348
Advice volunteer training	87,063	39,235	126,298	61,383
Generalist advice provision	123,297	55,565	178,862	249,255
	<u>£332,555</u>	<u>£149,868</u>	<u>£482,423</u>	<u>£445,986</u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

7. GOVERNANCE COSTS	2025 £	2024 £
Staff costs	2,637	2,611
Auditor's remuneration	7,446	2,500
	<u>£10,083</u>	<u>£5,111</u>
8. NET INCOME/(EXPENDITURE)	2025	2024
The net income/(expenditure) for the year is stated after charging:		
Auditor's remuneration	£10,083	£2,500
Operating lease rentals	£18,170	£17,564
	<u>£378,379</u>	<u>£338,238</u>
9. STAFF COSTS	2025 £	2024 £
Wages and salaries	332,760	292,676
Social security	21,453	22,667
Pension costs	24,166	22,895
	<u>£378,379</u>	<u>£338,238</u>
	2025 No.	2024 No.
Average number of full-time equivalent employees	9	9
	<u>9</u>	<u>9</u>
	2025 No.	2024 No.
Average monthly number of employees	10	10
	<u>10</u>	<u>10</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by Key Management amounted to £52,745 (2024: £52,223). Under FRS 102, employee benefits includes gross salary, employer's NIC and employer's pension contributions.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

10. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during the financial year 2025 or 2024.

There were no related party transactions in either year other than those disclosed in Note 9.

11. TANGIBLE FIXED ASSETS

Computer
equipment
£

Cost

As at 1 April 2024 and at 31 March 2025

7,612

Disposals

(7,612)

—

Depreciation

As at 1 April 2024 and at 31 March 2025

7,612

Disposals

(7,612)

—

Net book value

As at 31 March 2025

£Nil

As at 31 March 2024

£Nil

12. DEBTORS

2025
£

2024
£ £

Trade debtors

39,769

-

Prepayments

12,968

3,030

Accrued income

-

23,044

£52,737

£26,074

13. CREDITORS – Amounts falling due within one year

2025
£

2024
£

Trade creditors

17,950

16,660

Accruals

7,029

5,690

Social security and other taxes

10,442

5,700

Other creditors

2,298

750

Deferred income

101,880

5,000

£139,599

£33,800

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

	2025	2024
DEFERRED INCOME ANALYSIS		
	£	£
Balance brought forward	5,000	35,389
Additions during the financial year	101,880	5,000
Amounts released to income from previous year	(5,000)	(35,389)
	<u>£101,880</u>	<u>£5,000</u>

Deferred income of £101,880 (2024: £5,000) included above relates to grant income received during the financial year but relating to future accounting periods.

14. MOVEMENT IN FUNDS

	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
2025					
Restricted Funds					
Specialist Casework					
LCF – D&MM	621	-	-	-	621
LCF – Welfare Rights	831	-	-	-	831
Lottery Funding	889	100,330	(70,371)	-	30,848
Trust for London	730	42,000	(50,300)	-	(7,570)
London Legal Support Trust	-	36,924	(51,143)	-	(14,219)
Advice / Volunteer Training					
NHS THCAN	-	57,858	(40,758)	-	17,100
Advice UK	10,000	19,250	(23,929)	-	5,321
East End Community Foundation	8,352	13,900	(29,583)	-	(7,331)
Citizens Advice Bureau – Wandsworth	-	13,000	(27,668)	-	(14,668)
London Borough of Tower Hamlets / Other	-	460	-	-	460
Generalist Advice Provision					
East End Citizens Advice	-	72,488	(78,945)	-	(6,457)
Age UK – TH Connect	592	64,752	(70,521)	-	(5,177)
Wakefield and Tetley	-	8,694	(9,120)	-	(426)
Island House – Digital Drop-In	-	9,645	(10,504)	-	(859)
Social Action for Health	-	600	(654)	-	(54)
Total Restricted Funds	<u>22,015</u>	<u>439,901</u>	<u>(463,496)</u>	<u>-</u>	<u>(1,580)</u>
Unrestricted Funds					
General	<u>102,261</u>	<u>27,564</u>	<u>(18,927)</u>	<u>-</u>	<u>110,898</u>
TOTAL FUNDS	<u>£124,276</u>	<u>£467,465</u>	<u>£ (482,423)</u>	<u>£Nil</u>	<u>£109,318</u>

The above funds are described in Trustees' Annual Report.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025
/contd...

14. MOVEMENT IN FUNDS/contd...

Comparative information for the net movement in funds in the previous year is as follows:

2024	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
Restricted Funds					
Specialist Casework					
LCF – D&MM	621	-	-	-	621
LCF – WR Specialist	831	-	-	-	831
City Bridge Trust - Welfare	680	-	-	(680)	-
Trust for London - Housing	2,008	41,500	(43,458)	680	730
Thames Water Trust Fund – Water Debt	1,770	-	-	(1,770)	-
East End Community Foundation	7,030	25,000	(23,678)		8,352
Lottery Funding	-	91,009	(91,890)	1,770	889
Advice Volunteer Training					
The Church of England Children’s Society	130	20,419	(20,549)	-	-
London Borough of Tower Hamlets	-	29,167	(29,167)	-	-
Generalist Advice Provision					
LCF	8,817	85,239	(93,464)	-	592
Wakefield and Tetley	77	14,970	(15,047)	-	-
London Legal Support Trust	-	31,011	(31,011)	-	-
Advice UK	-	15,000	(5,000)	-	10,000
Total Restricted Funds	<u>21,964</u>	<u>353,315</u>	<u>(353,264)</u>	<u>-</u>	<u>22,015</u>
Unrestricted Funds					
General	<u>116,981</u>	<u>78,002</u>	<u>(92,722)</u>	<u>-</u>	<u>102,261</u>
TOTAL FUNDS	<u>£138,945</u>	<u>£431,317</u>	<u>£ (445,986)</u>	<u>£Nil</u>	<u>£124,276</u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £
2025			
Current assets	148,617	100,300	248,917
Current liabilities	<u>(37,719)</u>	<u>(101,880)</u>	<u>(139,599)</u>
As at 31 March 2025	<u>£110,898</u>	<u>£ (1,580)</u>	<u>£109,318</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £
2024			
Current assets	114,052	44,024	158,076
Current liabilities	<u>(11,791)</u>	<u>(22,009)</u>	<u>(33,800)</u>
As at 31 March 2024	<u>£102,261</u>	<u>£22,015</u>	<u>£124,276</u>

16. TAXATION

As a registered charity, Island Advice Centre is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

17. COMMITMENTS

The total minimum lease payments due under non-cancellable operating leases are as follows:

	2025 £	2024 £
Within one year	5,808	7,970
Within two and five years	<u>4,373</u>	<u>-</u>
	<u>£10,181</u>	<u>£7,970</u>

18. CONTINGENT ASSETS

The charity has been awarded several multi-year grants with performance-related conditions or specified/implied timeframes which preclude recognition of the full amount. As at 31 March 2025 the charity had contingent assets of £276,303 (2024: £546,571).

ISLAND ADVICE CENTRE

England & Wales - Charity number 1076857

Accounts

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Registered No.: 03375266)
(Charity No.: 1076857)

TRUSTEES' ANNUAL REPORT AND AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

ISLAND ADVICE CENTRE
(A company limited by guarantee)

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**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and audited financial statements for the year ended 31 March 2024.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name and registration numbers

Name: Island Advice Centre
Company No: 03375266
Charity No: 1076857

Board of Trustees

Katherine Wilson	Chair
Shabnam Sharmin	Treasurer
Steve Lake	
Chris Parsons	
Thomas Siggers	
Godline Pushparajan	
Stephanie Dickinson	
Hasan Chowdhury	(appointed on 23 August 2024)
Cathy Weir	(appointed on 20 September 2023)

Centre Manager

Sarah Sauvat

Registered Office and Principal Address

Island House
Roserton Street
London
E14 3PG

Auditor

Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024
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OBJECTIVES AND ACTIVITIES

Main objective and mission

The Centre's main objectives, in accordance with its governing document, are:

- to provide by employing suitably qualified staff free housing, debt, welfare and generalist advice to poor persons resident in the isle of Dogs or nearby areas
- to provide an accessible service in terms of location, disability and language
- to provide home visits to persons with disabilities.

Main activities

To deliver its objective and mission, Island Advice offers one-off advice and information, casework including representation at court and tribunals, training and placements for advice volunteers, and peer support to other front-line advice agencies.

Services are provided through:

- Weekly drop in sessions
 - Telephone advice service
 - Housing and debt clinics by appointment
 - Specialist advice and casework in welfare rights, housing & debt
 - Disability benefits tribunal representation
 - Outreach advice sessions at GP surgeries, East London Advanced Technology Training (ELATT), and Bromley by Bow Centre
 - Development of capacity building, networking and information sharing, a referral-led network (THCAN)
 - Advice work training and the accredited course Learning to Advise
 - Administrative and advice volunteer opportunities
 - NVQ Assessment in Advice & Guidance Level 3 & 4
1. Specialist casework: this includes:
 - a. Debt and Financial Capability advice funded by Local Community Fund Debt & Money management (LCF D&MM) and Thames Water Trust.
 - b. Welfare Benefits casework and appeals funded by Local Community Fund Welfare Rights Specialist work (LCF WR Specialist), London Legal Support Trust and City Bridge Trust.
 - c. Housing advice and casework funded by Trust for London.
 2. Advice volunteer training – includes our volunteer training project funded by LBTH, NVQ assessments carried out by qualified staffs and funded by a mix of grants from Canary Wharf Trust and fee payments by candidates/their employers, and training sessions and workshops delivered to other agencies funded by East End Community Foundation.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024
/contd....

3. Generalist advice provision – delivered through drop in session, emails, telephone, and appointments and outreach at ELATT and GP surgeries funded by Local Community Fund (LCF) and Wakefield and Tetley
4. Peer Support and Coordination Work – this work consists of support for Tower Hamlets Community Advice Network and coordination of referrals funded by Child Society Coordinate Community Support.

OUR ADVICE AND CASEWORK

The advisers at Island Advice aim to take a holistic approach to client issues and will make referrals to specialist advisers within Island Advice or to other agencies, where appropriate, to help the client fully resolve their problems. This may include digital inclusion, money management, English for Speakers of Other Languages (ESOL) classes, health related groups, solicitors, and / or other support.

Welfare Benefits

Our advisers deal with hundreds of enquiries a year including advice about entitlement to benefits, “better off calculations”, incorrect decisions, reviews, mandatory reconsiderations, appeals and tribunal hearings. Our work mainly consists of increasing peoples’ income through advice and support, by helping them to access their legal rights relating to their entitlement(s) and local support provision often involving disputing incorrect decisions, requiring complex casework and representation at tribunal hearings.

Housing

The housing crisis in London is becoming more and more evident each year, and as a result, the demand for housing advice continues to grow.

The poor living conditions within social housing have become more prevalent, and Island Advice had a considerable increase in requests from vulnerable clients suffering from these conditions. This was especially true for social tenants, who experienced issues due to overcrowding and/or medical conditions and disrepairs.

As more residents became eligible to claim Universal Credit, we found that its administration often puts renters in further hardship as the payments cycle leads to arrears, and the deduction for arrears is governed by Universal Credit. Furthermore, the assessments do not always consider previous court orders or do not honour payment orders. As noted previously, untidy tenancy issues especially in cases of relationship breakdowns or bereavement often lead to miscalculation in housing costs entitlement.

The cost-of-living crisis led to considerable rent increases in the private sector and increases in service charges in the social housing sector. No-fault evictions and repossession proceedings due to increasing levels of rent arrears are also increasing.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024
/contd....

Debt

Island Advice Centre is a licensed debt advice provider which provides specialist debt casework. Our experienced caseworker is CertMAP qualified and an approved intermediary for Debt Relief Order (DRO) applications.

Over the last year, we continued to offer advice in debt matters including rent arrears, council tax arrears, utility debts, benefits overpayments, and non-priority debts such as credit cards and loan.

Our debt advice approach is holistic, and our casework is extensive. We ensure we go beyond the presenting point and address all underlying issues including ensuring income maximization is considered and liability issues are explored.

Financial Capability

With the high costs of living, managing everyday bills have become difficult for many clients whose finances have been stretched to the limit. We have been able to assist clients to reduce their bills through financial capability intervention, and we have helped them access discounts and assistance funds.

Our most destitute clients have received emergency fuel and food vouchers and grants for essentials goods during period of crisis, alongside assistance with their welfare rights matters.

OUR OUTREACH SERVICES

Tower Hamlets Connect

A consortium, led by Age UK, continued delivering advice services in GP surgeries. As partners of this consortium, we delivered advice sessions across six GP Surgeries. These services help relieve pressures on GPs and other health professionals in busy health centres.

East London Advanced Technology Training (ELATT)

Island Advice provides weekly term-time advice sessions to ELATT students during the academic year to help them resolve benefits, housing, debt, and other issues of concern. This relieves some pressure on students and supports them to complete their course of studies.

Tower Hamlets Community Advice Network (THCAN)

Island Advice leads the Tower Hamlets Community Advice Network, which is a partnership of local advice centres that work together to ensure Tower Hamlets residents have access to free, high-quality advice and representation in social welfare law (welfare benefits, debt, housing, employment, immigration, etc).

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024
/contd....

Through THCAN, Island Advice provides:

- www.thcan.org.uk website which has information on advice providers, factsheets, and local organization contact details
- a referrals portal
- peer support and file reviews
- welfare rights forums
- volunteer placements
- trainings and workshops
- City & Guilds NVQ's Level 3 & 4 in Advice & Guidance
- steering group meetings
- newsletters

OUR TRAINING AND EDUCATION OFFER

Volunteer Training Project and Learning to Advise Certificate

Volunteers are one of Island Advice's most valuable assets; they help to deliver the much-needed advice services we provide.

Through our Volunteer Training Project, training and development opportunities are provided for volunteers and front-line workers in view of developing their skills and knowledge and completing the Learning to Advise Course alongside relevant work experience. This enables many of our volunteers to move into employment.

Advice Work Training Workshops

Island Advice also delivers advice work training workshops relating to benefits appeals, housing issues, benefits overview, immigration, and employment.

City and Guilds NVQ in Advice & Guidance

Individuals also completed City & Guilds NVQ in Advice & Guidance level 3 or 4 during the year 2023/24 while working in local advice centres including First Love Foundations, Bromley By Bow Centre, Account 3 and Island Advice Centre.

In collaboration with Bromley Insights, Island Advice Centre continued to deliver training Courses to cohorts of specialist/hybrid Advice-Social Prescribing Link Workers in the UK.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

The trustees, when exercising any powers or duties relating to how the organisation undertakes its work and spends the resources it raises always have due regard to the Charity Commission's public benefit guidance.

Our charitable activities focus on the provision of free advice and advocacy to residents of Tower Hamlets and surrounding areas. We incorporate the help of local volunteers both in our management committee and service delivery.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024

/contd....

Therefore, the public benefit is twofold:

- Firstly, by helping those in need to secure their statutory rights and entitlements and empowering them through awareness and support. Without this support many of our clients would suffer or continue to suffer various issues which are detrimental to their well-being and the well-being of those under their care.
- Secondly, through our volunteering opportunities, we up-skill residents and give them the experience and skills needed to enter the job market and participate in the local and wider economy. Many of our volunteers move on to paid employment both in the advice sector and in other areas.

ACHIEVEMENTS AND PERFORMANCE

During the year, Island Advice assisted over 2,200 clients and achieved over £1,750,000 in positive outcome.

FINANCIAL REVIEW

Principal Funding Sources

Island Advice relies on charitable grants and statutory funding for its income. The organisation has an ongoing strategy of applying for any available grants targeted for the provision of social welfare law advice from large statutory funders as well as smaller trusts and foundations. The principal funding sources in this year were the National Lottery Community Fund, London Borough of Tower Hamlets Community Fund (LCF), Trust for London, London Legal Support Trust, East End Community Foundation; other funders included The Children's Society, Advice UK, and Wakefield and Tetley. At the end of the reporting period the organisation was operating at a deficit.

Reserves policy

Trustees have established that in order to fulfil their responsibilities to staff and to minimise the risk of any breach of statute or organisational duty the organisation should hold sufficient funds in reserve to meet the core costs for three months, equivalent to £101,500. Reserves will be built up from unrestricted funds and the level of reserves will be reviewed annually by the Board. The total unrestricted funds at the year-end were £102,261 (2023: £116,981).

Investment policy

Any surplus funds will be held in low risk, secure investments such as the charities deposit fund run by CCLA Investment Management Ltd. Additionally the organisation uses an interest-bearing current account in order to maximise the value of any cash held.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Directors of the company are also the Trustees of the charity. The charity's governing document is a memorandum and articles of association dated 23rd May 1997 and updated on 29th June 1999.

Island Advice Centre is a registered charity and a company limited by guarantee.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024

/contd....

Trustee appointment and training

Trustees are elected at the organisation's AGM. In addition, the board may, at its discretion, make appointments to the Board between AGMs. The Board endeavours to ensure that its membership covers a wide range of experience and skills and that the backgrounds of the members of the Board reflect a balance that is appropriate to the charity's mission and activities. New trustees are provided with appropriate information and access to relevant training.

Organisational structure

Operational management of the organisation is delegated to the Centre Manager who takes overall responsibility for the day to day running of the organisation, planning and strategy, and implementing the directions of the Board. The Centre Manager is part of a senior management team that includes the volunteer co-ordinator and housing, debt and welfare benefits advice supervisors.

Involvement of volunteers

The board of trustees are volunteers drawn from the local community, the business sector, other voluntary sector organisations and ex- advice staff and volunteers. The organisation also uses local community volunteers and law students to assist in the delivery of advice services and to carry out administrative support.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Island Advice Centre for the purposes of company law) are responsible for preparing the Trustees' Annual 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. Under company law the trustees must not approve the financial statements unless they are satisfied that they give 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2024
/contd....

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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 auditor is 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

A resolution proposing the re-appointment of Kingston Burrowes as auditor to the company will be put to the Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 19th December 2024 and signed on its behalf, by



Katherine Wilson
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2024

Opinion

We have audited the financial statements of Island Advice Centre (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 2024, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The 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. 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2024

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 directors' report included within the trustees' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement (set out on pages 7 and 8), the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE (A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2024

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 specific procedures for this engagement and the extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2024

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.



Kevin Fisher BA FCA CTA (Senior Statutory Auditor)
For and on behalf of Kingston Burrowes Audit Ltd
Statutory Auditors
308 Ewell Road
Surbiton
Surrey
KT6 7AL

19th December 2024

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Company No: 03375266)

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
FIXED ASSETS					
Tangible assets	11		-		-
CURRENT ASSETS					
Debtors	12	26,074		63,667	
Cash at bank and in hand		132,002		126,580	
		<u>158,076</u>		<u>190,247</u>	
LIABILITIES					
Creditors					
Amounts falling due within one year	13	33,800		51,302	
NET CURRENT ASSETS			<u>124,276</u>		<u>138,945</u>
NET ASSETS	15		<u>£124,276</u>		<u>£138,945</u>
FUNDS					
Restricted	14		22,015		21,964
Unrestricted	14		102,261		116,981
TOTAL FUNDS	14		<u>£124,276</u>		<u>£138,945</u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees on 19th December 2024 and signed on its behalf by:



Katherine Wilson
Chair

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income from:					
Donations and legacies	2	-	-	-	-
Charitable activities	3	75,861	353,315	429,176	408,565
Investments	4	2,141	-	2,141	768
Total		<u>78,002</u>	<u>353,315</u>	<u>431,317</u>	<u>409,333</u>
Expenditure on:					
Charitable activities	5	92,722	353,264	445,986	395,159
Total		<u>92,722</u>	<u>353,264</u>	<u>445,986</u>	<u>395,159</u>
Net income/(expenditure)	8	(14,720)	51	(14,669)	14,174
Transfers between funds	14	-	-	-	-
Net movement in funds	14	(14,720)	51	(14,669)	14,174
Reconciliation of funds:					
Total funds brought forward	14	116,981	21,964	138,945	124,771
Total funds carried forward	14	<u>£102,261</u>	<u>£22,015</u>	<u>£124,276</u>	<u>£138,945</u>

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

General information and basis of accounting

Island Advice Centre is a registered charity (no. 1076857) and a private company (no. 03375266) limited by guarantee, registered in England and Wales. Each member is liable to contribute an amount not exceeding £1 in the event of the charitable company being wound up. The registered office is given in the Trustees' Annual Report on page 1.

The charity constitutes a public benefit entity as defined by FRS 102. 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and United Kingdom Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund.

Incoming resources

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Where grants are awarded over a specified or implied timeframe, the income is recognised evenly over the grant period. A contingent asset is disclosed for the unrecognised amount of multi-year grants.

Resources expended

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

Expenditure is allocated to each activity where the costs relate directly to that activity. Support costs, including governance costs, that do not relate directly to any activity are apportioned to each activity on the basis of staff time.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

/contd...

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
Bank interest	£2,141	£Nil	£2,141	£768

All of the £768 recognised in 2023 was unrestricted funds.

5. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2024 £	Total 2023 £
Staff costs	280,047	55,580	335,627	320,594
Direct project costs	36,198	-	36,198	7,805
NVQ assessment and materials	8,697	-	8,697	7,139
Premises costs	1,458	24,386	25,844	21,583
Payroll services	480	155	635	450
Volunteers' expenses	215	441	656	449
Professional fees	-	10,603	10,603	6,633
Subscriptions and insurance	-	6,416	6,416	5,757
Stationery, postage, and copier	-	5,354	5,354	4,278
Telephone and internet	-	4,804	4,804	4,093
Bookkeeping and finance	-	3,000	3,000	3,702
Training and recruitment	-	1,209	1,209	2,536
Sundry expenses	-	1,202	1,202	686
Travel costs	-	380	380	37
Publications	-	250	250	422
Computer expenses	-	-	-	4,798
Governance cost (note 7)	-	5,111	5,111	4,197
	<u>£327,095</u>	<u>£118,891</u>	<u>£445,986</u>	<u>£395,159</u>

Of the £395,159 expenditure recognised in 2023, £86,957 was charged to unrestricted funds and £308,202 was charged to restricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2024 £	Total 2023 £
Specialist casework	109,531	25,817	135,348	146,553
Advice volunteer training	47,936	13,447	61,383	88,969
Generalist advice provision	169,628	79,627	249,255	159,637
	<u>£327,095</u>	<u>£118,891</u>	<u>£445,986</u>	<u>£395,159</u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024
/contd...

7. GOVERNANCE COSTS	2024 £	2023 £
Staff costs	2,611	2,397
Auditor's remuneration	2,500	1,800
	<u>£5,111</u>	<u>£4,197</u>
8. NET INCOME/(EXPENDITURE)	2024	2023
The net income/(expenditure) for the year is stated after charging:		
Auditor's remuneration	£2,500	£1,800
Operating lease rentals	£17,564	£15,625
	<u>£17,564</u>	<u>£15,625</u>
9. STAFF COSTS	2024 £	2023 £
Wages and salaries	290,599	279,492
Social security	22,667	22,911
Pension costs	22,895	20,588
	<u>£336,161</u>	<u>£322,991</u>
	2024 No.	2023 No.
Average number of full-time equivalent employees	9	9
	<u>9</u>	<u>9</u>
	2024 No.	2023 No.
Average monthly number of employees	10	10
	<u>10</u>	<u>10</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by Key Management amounted to £52,223 (2023: £47,934). Under FRS 102, employee benefits includes gross salary, employer's NIC and employer's pension contributions.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024
/contd...

10. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration during the financial year 2024 or 2023.

One of the trustees (2023: Nil) was reimbursed for travel expense of £73 (2023: £Nil) during the financial year.

There were no related party transactions in either year other than those disclosed in Note 9.

11. TANGIBLE FIXED ASSETS

Computer
equipment
£

Cost

As at 1 April 2023 and at 31 March 2024

7,612

Disposals

(7,612)

—

Depreciation

As at 1 April 2023 and at 31 March 2024

7,612

Disposals

(7,612)

—

Net book value

As at 31 March 2024

£Nil

As at 31 March 2023

£Nil

12. DEBTORS

2024

2023

Prepayments and accrued income

£26,074

£63,667

13. CREDITORS – Amounts falling due within one year

2024

2023

£

£

Trade creditors

16,660

-

Accruals and deferred income

10,690

43,665

Social security and other taxes

5,700

137

Other creditors

750

7,500

£33,800

£51,302

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024
/contd...

	2024	2023
	£	£
DEFERRED INCOME ANALYSIS		
Balance brought forward	35,389	23,750
Additions during the financial year	5,000	35,389
Amounts released to income from previous year	(35,389)	(23,750)
	<u>£5,000</u>	<u>£35,389</u>

Deferred income of £5,000 (2023: £35,389) included above relates to grant income received during the financial year but relating to future accounting periods.

14. MOVEMENT IN FUNDS

	Brought forward	Income	Expenditure	Transfers between funds	Carried forward
2024	£	£	£	£	£
Restricted Funds					
Specialist Casework					
LCF – D&MM	621	-	-	-	621
LCF – Welfare Rightst	831	-	-	-	831
City Bridge Trust - Welfare	680	-	-	(680)	-
Trust for London - Housing	2,008	41,500	(43,458)	680	730
Thames Water Trust – Water Debt	1,770	-	-	(1,770)	-
East End Community Foundation	7,030	25,000	(23,678)	-	8,352
Lottery Funding	-	91,009	(91,890)	1,770	889
Advice Volunteer Training					
Church of England's Children Society	130	20,419	(20,549)	-	-
London Borough of Tower Hamlets	-	29,167	(29,167)	-	-
Generalist Advice Provision					
LCF	8,817	85,239	(93,464)	-	592
Wakefield and Tetley	77	14,970	(15,047)	-	-
London Legal Support Trust	-	31,011	(31,011)	-	-
Advice UK	-	15,000	(5,000)	-	10,000
Total Restricted Funds	<u>21,964</u>	<u>353,315</u>	<u>(353,264)</u>	<u>-</u>	<u>22,015</u>
Unrestricted Funds					
General	<u>116,981</u>	<u>78,002</u>	<u>(92,722)</u>	<u>-</u>	<u>102,261</u>
TOTAL FUNDS	<u>£138,945</u>	<u>£431,317</u>	<u>£ (445,986)</u>	<u>£Nil</u>	<u>£124,276</u>

Each of the above funds is described in the Trustees' Annual Report.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024
/contd...

14. MOVEMENT IN FUNDS/contd...

Comparative information for the net movement in funds in the previous year is as follows:

2023	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
Restricted Funds					
Specialist Casework					
LCF – D&MM	621	9,434	(9,434)	-	621
LCF – WR Specialist	831	9,434	(9,434)	-	831
City Bridge Trust - Welfare	680	25,600	(25,600)	-	680
Trust for London - Housing	2,008	40,500	(40,500)	-	2,008
Thames Water Trust Fund – Water Debt	1,770	20,056	(20,056)	-	1,770
East End Community Foundation – UC Project	-	23,606	(16,576)		7,030
London Legal Support Trust	-	24,953	(24,953)	-	-
Advice Volunteer Training The Church of England Children’s Society	130	26,419	(26,419)	-	130
London Borough of Tower Hamlets - VP	-	50,000	(50,000)	-	-
Generalist Advice Provision					
LCF – Lap 8	8,817	75,480	(75,480)	-	8,817
Wakefiled	77	9,750	(9,750)	-	77
London Legal Support Trust	(8,744)	-	-	8,744	-
Other	(150)	-	-	150	-
Total Restricted Funds	<u>6,040</u>	<u>315,232</u>	<u>(308,202)</u>	<u>8,894</u>	<u>21,964</u>
Unrestricted Funds					
General	<u>118,731</u>	<u>94,101</u>	<u>(86,957)</u>	<u>(8,894)</u>	<u>116,981</u>
TOTAL FUNDS	<u><u>£124,771</u></u>	<u><u>£409,333</u></u>	<u><u>£ (395,159)</u></u>	<u><u>£Nil</u></u>	<u><u>£138,945</u></u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024
/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £
2024			
Current assets	114,052	44,024	158,076
Current liabilities	(11,791)	(22,009)	(33,800)
As at 31 March 2024	<u>£102,261</u>	<u>£22,015</u>	<u>£124,276</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
2023			
Current assets	132,894	57,353	190,247
Current liabilities	(15,913)	(35,389)	(51,302)
As at 31 March 2023	<u>£116,981</u>	<u>£21,964</u>	<u>£138,945</u>

16. TAXATION

As a registered charity, Island Advice Centre is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

17. COMMITMENTS

The total minimum lease payments due under non-cancellable operating leases are as follows:

	2024 £	2023 £
Within one year	7,970	7,970
Within two and five years	-	1,571
	<u>£7,970</u>	<u>£9,541</u>

18. CONTINGENT ASSETS

The charity has been awarded several multi-year grants with performance-related conditions or specified/implied timeframes which preclude recognition of the full amount. As at 31 March 2024 the charity had contingent assets of £546,571 (2023: £333,391).

ISLAND ADVICE CENTRE

England & Wales - Charity number 1076857

Accounts

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Registered No.: 03375266)
(Charity No.: 1076857)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

MYRUS SMITH
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

ISLAND ADVICE CENTRE
(A company limited by guarantee)

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ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report and financial statements for the year ended 31 March 2023.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name and registration numbers

Name: Island Advice Centre
Company No: 03375266
Charity No: 1076857

Board of Trustees

Katherine Wilson	Chair
Shabnam Sharmin	Treasurer
Steve Lake	
Chris Parsons	
Thomas Siggers	
Simon Lanaria	Resigned 17.11.22
Godline Pushparajan	
Stephanie Dickinson	

Centre Manager

Sarah Sauvat

Registered Office and Principal Address

Island House
Roserton Street
London
E14 3PG

Auditor

Myrus Smith, Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

/contd....

OBJECTIVES AND ACTIVITIES

Main objective and mission

The main objective and mission of Island Advice Centre (Island Advice) is to provide free housing, debt, welfare, and generalist advice to poor persons resident in Tower Hamlets and nearby areas; to provide an accessible service in terms of location, disability, and language; and to provide home visits to persons with disabilities.

Advice is given by suitably qualified advisers who are paid and by volunteers who are attending the Volunteer Training Project.

Main activities

To deliver its objective and mission, Island Advice offers one-off advice and information, casework including representation at court and tribunals, training and placements for advice volunteers, and peer support to other front-line advice agencies.

Services are provided through:

- Weekly drop in sessions
- Telephone advice service
- Housing and debt clinics by appointment
- Specialist advice and casework in welfare rights, housing & debt
- Disability benefits tribunal representation
- Outreach advice sessions at GP surgeries, East London Advanced Technology Training (ELATT), and Bromley by Bow Centre
- Development of capacity building, networking and information sharing, a referral-led network (THCAN)
- Advice work training and the accredited course Learning to Advise
- Administrative and advice volunteer opportunities
- NVQ Assessment in Advice & Guidance Level 3 & 4

OUR ADVICE AND CASEWORK

The advisers at Island Advice aim to take a holistic approach to client issues and will make referrals to specialist advisers within Island Advice or to other agencies, where appropriate, to help the client fully resolve their problems. This may include digital inclusion, money management, ESOL classes, health related groups, solicitors, and / or other support.

During the year, the demands for the organisation's services related to welfare benefits (46%), housing (27%), debt (18%), financial capability (5%), and other generalist advice (4%).

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

/contd....

Welfare Benefits

Our advisers deal with hundreds of enquiries a year including advice about entitlement to benefits, "better off calculations", incorrect decisions, reviews, mandatory reconsiderations, appeals and tribunal hearings. Our work mainly consists of increasing peoples' income through advice and support, by helping them to access their legal rights relating to their entitlement(s) and local support provision often involving disputing incorrect decisions, requiring complex casework and representation at tribunal hearings.

In 2022/23, Universal Credit (UC) remains the greatest type of enquiry, especially in regard to additional entitlement elements and the financial implications of missing out on any element which may become retrospectively due following reconsideration and appeals. Another UC area of high demand was related to inaccurate housing element calculations due to the breakdown of relationships and associated untidy tenancies.

We continued to see an increase in residents requiring help with applications for disability benefits, including Personal Independence Payment (PIP), Disability Living Allowance (DLA), Attendance Allowance (AA) and Limited Capability for Work assessments; often due to the current award becoming due for review. As award reviews have resumed, mandatory reconsideration and appeals demand has increased. The length of time between lodging appeals to 1st tier tribunal and hearing date has returned to pre pandemic time. Face to face hearings have now resumed; we currently support a minimum of 5/6 individuals at tribunal appeals per month on average.

Housing

The housing crisis in London is becoming more and more evident each year, and as a result, the demand for housing advice continues to grow.

The poor living conditions within social housing have become more prevalent, and Island Advice had a considerable increase in requests from vulnerable clients suffering from these conditions. This was especially true for social tenants, who experienced issues due to overcrowding and/or medical conditions and disrepairs.

As more residents became eligible to claim Universal Credit, we found that its administration often puts renters in further hardship as the payments cycle leads to arrears, and the deduction for arrears is governed by Universal Credit. Furthermore, the assessments do not always consider previous court orders or do not honour payment orders. As noted previously, untidy tenancy issues especially in cases of relationship breakdowns or bereavement often lead to miscalculation in housing costs entitlement.

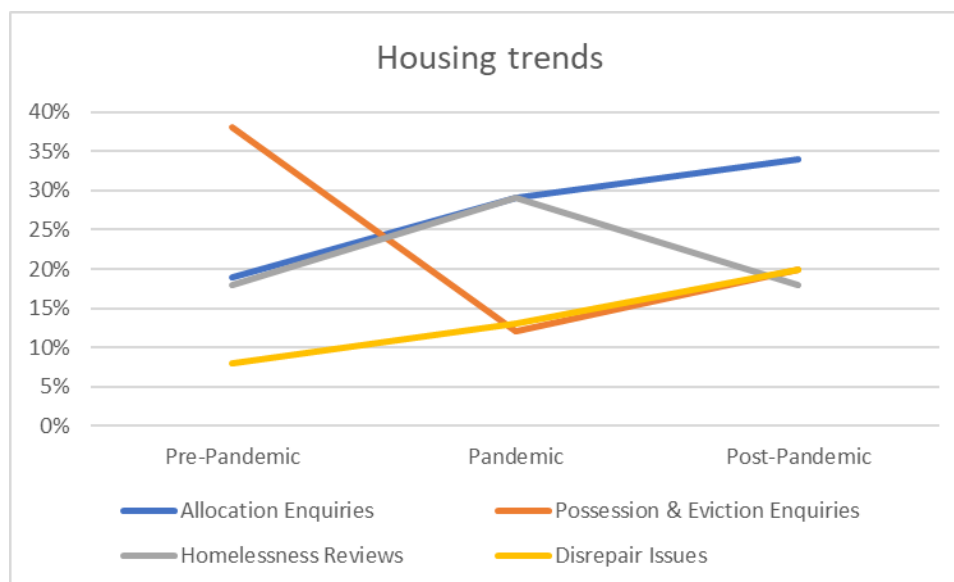
The cost-of-living crisis led to considerable rent increases in the private sector and increases in service charges in the social housing sector. No-fault evictions and repossession proceedings due to increasing levels of rent arrears are resuming and likely will exceed pre-pandemic level next year.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023
/contd....

The table below shows the recent trends in our housing work:



Debt

Island Advice Centre is a licensed debt advice provider which provides specialist debt casework. Our experienced caseworker is CertMAP qualified and an approved intermediary for Debt Relief Order (DRO) applications.

Over the last year, we continued to offer advice in debt matters including rent arrears, council tax arrears, utility debts, benefits overpayments, and non-priority debts such as credit cards and loan.

Our debt advice approach is holistic, and our casework is extensive. We ensure we go beyond the presenting point and address all underlying issues including ensuring income maximization is considered and liability issues are explored.

Financial Capability

With the current benefit cuts and the high costs of living, managing everyday bills have become difficult for many clients whose finances have been stretched to the limit. With the help of the Thames Water Assistance Fund, Island Advice has continued to play a vital role in helping Thames Water customers who are struggling to pay their utility bills. We have also been able to assist clients to reduce their bills through financial capability intervention, and we have helped them access discounts and assistance funds.

Our most destitute clients have received emergency fuel and food vouchers and grants for essentials goods during period of crisis, alongside assistance with their welfare rights matters.

ISLAND ADVICE CENTRE
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TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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The Thames Water project, integrated with our debt casework, has enabled many clients to obtain assistance with insolvency fees (for DRO or Bankruptcy) which they would otherwise not be able to pay.

OUR OUTREACH SERVICES

Tower Hamlets Connect

A consortium, led by Age UK, continued delivering advice services in GP surgeries. As partners of this consortium, we delivered advice sessions across six GP Surgeries.

City Square Medical Group	Monday (fortnightly), 9am to 12 noon
Spitalfields Practice	Every Monday, 1pm to 4pm
Chrip Street Health Centre	Every Tuesday, 9am till 12 noon
The Barkantine Practice	Wednesdays (fortnightly), 9am to 12 noon
Island Health	Every Wednesday, 1pm till 4pm
Wapping Group Practice	Every Friday, 9am to 12 noon

These services help relieve pressures on GPs and other health professionals in busy health centres.

East London Advanced Technology Training (ELATT)

Island Advice provides weekly term-time advice sessions to ELATT students during the academic year to help them resolve benefits, housing, debt, and other issues of concern. This relieves some pressure on students and supports them to complete their course of studies.

Tower Hamlets Community Advice Network (THCAN)

Island Advice leads the Tower Hamlets Community Advice Network, which is a partnership of local advice centres that work together to ensure Tower Hamlets residents have access to free, high-quality advice and representation in social welfare law (welfare benefits, debt, housing, employment, immigration, etc).

Through THCAN, Island Advice provides:

- www.thcan.org.uk website which has information on advice providers, factsheets, and local organization contact details
- a referrals portal
- peer support and file reviews
- welfare rights forums
- volunteer placements
- trainings and workshops
- City & Guilds NVQ's Level 3 & 4 in Advice & Guidance
- steering group meetings
- newsletters

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

/contd....

OUR TRAINING AND EDUCATION OFFER

Volunteer Training Project and Learning to Advise Certificate

Volunteers are one of Island Advice's most valuable assets; they help to deliver the much-needed advice services we provide.

Through our Volunteer Training Project, training and development opportunities are provided for volunteers and front-line workers in view of developing their skills and knowledge and completing the Learning to Advise Course alongside relevant work experience.

This enables many of our volunteers to move into employment. In the 2022 / 2023 cohort, 15 people completed and received their Learning to Advise certificate. These 15 were from various organisations, including Bromley by Bow Centre, Island Advice Centre (3), Island House, Limehouse Project (2), Poplar HARCA, Praxis (3), St Hildas, Tower Hamlets Carers Centre, and Tower Hamlets Homes (2).

Advice Work Training Workshops

Island Advice also delivered 12 advice work training workshops relating to benefits appeals, housing issues, benefits overview, immigration, and employment. A total of 178 participants attended these sessions.

City and Guilds NVQ in Advice & Guidance

A further 11 individuals completed City & Guilds NVQ in Advice & Guidance level 3 or 4 during the year 2022/23 while working in local advice centres including First Love Foundations, Bromley By Bow Centre, Account 3 and Island Advice Centre.

In Collaboration with Bromley Insights, Island Advice Centre delivered the first training course/cohort of specialist/hybrid Advice-Social Prescribing Link Workers in the UK.

The hybrid social welfare advice–social prescribing link worker has been developed in a number of areas in England, including several London boroughs as a response to the need to provide social welfare advice to social prescribing clients in the face of a severe shortage of welfare advice on the high street. Beyond being a pragmatic response to unmet need, it is also seen by some as a more holistic and effective model, as it means that social prescribing patients with less complex welfare rights issues can be seen by one person, who provides both the normal link worker role support and generic social welfare advice on basic social welfare issues.

Island Advice Centre

- delivered the 19 Learning to Advise Accredited Courses to 15 Pan London Social prescribers,
- provided 6 Q&A remote sessions where social prescribers could ask questions about patients and when/where to refer, and
- Assessed 9 Social Prescribers-Link Workers for NVQ level 3 in City & Guilds Advice and Guidance.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

The trustees, when exercising any powers or duties relating to how the organisation undertakes its work and spends the resources it raises always have due regard to the Charity Commission's public benefit guidance.

Our charitable activities focus on the provision of free advice and advocacy to residents of Tower Hamlets and surrounding areas. We incorporate the help of local volunteers both in our management committee and service delivery. Therefore, the public benefit is twofold:

- Firstly, by helping those in need to secure their statutory rights and entitlements and empowering them through awareness and support. Without this support many of our clients would suffer or continue to suffer various issues which are detrimental to their well-being and the well-being of those under their care.
- Secondly, through our volunteering opportunities, we up-skill residents and give them the experience and skills needed to enter the job market and participate in the local and wider economy. Many of our volunteers move on to paid employment both in the advice sector and in other areas.

ACHIEVEMENTS AND PERFORMANCE

During the year, Island Advice assisted over 2,000 clients and achieved almost £2 million in positive outcomes for clients. The following tables shows the details of this support.

Welfare rights	
Number of clients assisted	908
Appeals success rate	84.6%
Confirmed annual increase in income	£385,942
Confirmed backdated benefits gained	£38,841
Projected annual increase in income	£695,339
Projected annual Other Gain	£24,075
Total Financial Benefits	£1,144,197

Housing	
Number of clients assisted	662
Casework success rate	74%
Financial Outcome (benefits gain and compensation)	£144,615

Debt	
Number of clients assisted	472
Amount of income maximized	£56,091
Amount of debt written off	£279,541
Amount of debt managed	£230,656
Insolvency procedures carried out on behalf of clients	21 Breathing Space 11 Debt relief Order 2 Bankruptcies

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

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Financial Capability	
Number of clients assisted	251
Total debt written off	£15,576
Amount of bills reduced through income maximization	£22,975

Generalist Advice Only	
Number of clients assisted	147
Projected annual increase in income	£47,489

THE YEAR 2022 / 2023

Returning to a New Normal Post Pandemic

Since April 2022, Island Advice offered face-to-face appointments by default, but residents always have the choice to have telephone or digital consultation if this is their preference.

Training and workshop are now delivered via a mixture of face to face and digital means.

Cost of Living Crisis

By October 2022 'cost of living' had become one of the most popular Google search terms in the UK – and affected us all.

Island Advice continued to be committed to support our residents during challenging times and to work to tackle the cost-of-living crisis for our clients. Unfortunately, poverty has been something our clients have always faced, but as more people face financial crisis, our support is even more crucial to assist them, particularly those that are the most vulnerable and destitute.

FINANCIAL REVIEW

Principal Funding Sources

Island Advice relies on charitable grants and statutory funding for its income. The organisation has an ongoing strategy of applying for any available grants targeted for the provision of social welfare law advice from large statutory funders as well as smaller trusts and foundations. The principal funding sources in this year were the London Borough of Tower Hamlets, Trust for London, Social Action for Health, The Children's Society, and City Bridge Trust; other funders included the London Legal Support Trust, Wakefield and Tetley, East End Community Foundation, Thames Water Trust, and Access to Justice. At the end of the reporting period the organisation was operating at a surplus.

Reserves policy

Trustees have established that in order to fulfil their responsibilities to staff and to minimise the risk of any breach of statute or organisational duty the organisation should hold sufficient funds in reserve to meet the full running costs for three months. Reserves will be built up from unrestricted funds and the level of reserves will be reviewed annually by the Board.

The total unrestricted funds at the year end were £116,981 (2022 : £118,731).

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

/contd....

Investment policy

Any surplus funds will be held in low risk, secure investments such as the charities deposit fund run by CCLA Investment Management Ltd. Additionally the organisation uses an interest-bearing current account in order to maximise the value of any cash held.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Directors of the company are also the Trustees of the charity. The charity's governing document is a memorandum and articles of association dated 23rd May 1997 and updated on 29th June 1999.

Island Advice Centre is a registered charity and a company limited by guarantee.

Trustee appointment and training

Trustees are elected at the organisation's AGM. In addition, the board may, at its discretion, make appointments to the Board between AGMs. The Board endeavours to ensure that its membership covers a wide range of experience and skills and that the backgrounds of the members of the Board reflect a balance that is appropriate to the charity's mission and activities. New trustees are provided with appropriate information and access to relevant training.

Organisational structure

Operational management of the organisation is delegated to the Centre Manager who takes overall responsibility for the day to day running of the organisation, planning and strategy, and implementing the directions of the Board. The Centre Manager is part of a senior management team that includes the volunteer co-ordinator and housing, debt and welfare benefits advice supervisors.

Involvement of volunteers

The board of trustees are volunteers drawn from the local community, the business sector, other voluntary sector organisations and ex- advice staff and volunteers. The organisation also uses local community volunteers and law students to assist in the delivery of advice services and to carry out administrative support.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

/contd....

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Island Advice Centre for the purposes of company law) are responsible for preparing the Trustees' Annual 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. Under company law the trustees must not approve the financial statements unless they are satisfied that they give 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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 auditor is 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

A resolution proposing the re-appointment of Myrus Smith as auditor to the company will be put to the Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on
behalf, by

30/1/24

and signed on its



Stephanie Dickinson
Trustee

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2023

Opinion

We have audited the financial statements of Island Advice Centre (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The 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. 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2023

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 directors' report included within the trustees' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement (set out on page 10), the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2023

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 specific procedures for this engagement and the extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2023

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.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

2024

ISLAND ADVICE CENTRE
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income from:					
Donations and legacies	2	-	-	-	10,188
Charitable activities	3	93,333	315,232	408,565	356,456
Investments	4	768	-	768	18
Total		<u>94,101</u>	<u>315,232</u>	<u>409,333</u>	<u>366,662</u>
Expenditure on:					
Charitable activities	5	86,957	308,202	395,159	373,433
Total		<u>86,957</u>	<u>308,202</u>	<u>395,159</u>	<u>373,433</u>
Net income/(expenditure)	8	7,144	7,030	14,174	(6,771)
Transfers between funds	14	(8,894)	8,894	-	-
Net movement in funds	14	(1,750)	15,924	14,174	(6,771)
Reconciliation of funds:					
Total funds brought forward	14	118,731	6,040	124,771	131,542
Total funds carried forward	14	<u>£116,981</u>	<u>£21,964</u>	<u>£138,945</u>	<u>£124,771</u>

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Company No: 03375266)

BALANCE SHEET

AS AT 31 MARCH 2023

		2023		2022	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	11		-		-
CURRENT ASSETS					
Debtors	12	63,667		44,774	
Cash at bank and in hand		126,580		120,851	
		190,247		165,625	
CREDITORS					
Amounts falling due within one year	13	51,302		40,854	
NET CURRENT ASSETS			138,945		124,771
NET ASSETS	15		£138,945		£124,771
FUNDS					
Restricted	14		21,964		6,040
Unrestricted	14		116,981		118,731
	14		£138,945		£124,771

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees on 30/1/24 and signed on its behalf by:



Stephanie Dickinson
Trustee

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

General information and basis of accounting

Island Advice Centre is a registered charity (no. 1076857) and a private company (no. 03375266) limited by guarantee, registered in England and Wales. Each member is liable to contribute an amount not exceeding £1 in the event of the charitable company being wound up. The registered office is given in the Trustees' Annual Report on page 1.

The charity constitutes a public benefit entity as defined by FRS 102. 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund.

Incoming resources

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Where grants are awarded over a specified or implied timeframe, the income is recognised evenly over the grant period. A contingent asset is disclosed for the unrecognised amount of multi-year grants.

Resources expended

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

Expenditure is allocated to each activity where the costs relate directly to that activity. Support costs, including governance costs, that do not relate directly to any activity are apportioned to each activity on the basis of staff time.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

/contd...

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
Bank interest	£768	£Nil	£768	£18
	<u>£768</u>	<u>£Nil</u>	<u>£768</u>	<u>£18</u>

All of the £18 recognised in 2022 was unrestricted funds.

5. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2023 £	Total 2022 £
Staff costs	267,935	52,659	320,594	307,424
Direct project costs	7,805	-	7,805	6,981
Subscriptions and insurance	-	5,757	5,757	1,998
Stationery and postage	-	4,278	4,278	5,289
Payroll services	-	450	450	665
Premises costs	-	21,583	21,583	19,803
Publications	-	422	422	-
Computer expenses	-	4,798	4,798	-
Volunteers' expenses	449	-	449	315
Staff and volunteer training and recruitment	-	2,536	2,536	5,527
Sundry expenses	-	686	686	20
Telephone and internet	-	4,093	4,093	9,021
Travelling costs	-	37	37	-
Professional fees	-	6,633	6,633	6,288
Bookkeeping and Finance	-	3,702	3,702	-
NVQ assessors fees	7,139	-	7,139	5,758
Governance costs (note 7)	-	4,197	4,197	4,344
	<u>£283,328</u>	<u>£111,831</u>	<u>£395,159</u>	<u>£373,433</u>

Of the £373,433 expenditure recognised in 2022, £65,298 was charged to unrestricted funds and £308,135 was charged to restricted funds.

6. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2023 £	Total 2022 £
Specialist casework	102,057	44,496	146,553	157,253
Advice volunteer training	67,761	21,208	88,969	75,803
Generalist advice provision	113,510	46,127	159,637	140,377
	<u>£283,328</u>	<u>£111,831</u>	<u>£395,159</u>	<u>£373,433</u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

/contd...

7. GOVERNANCE COSTS	2023 £	2022 £
Staff costs	2,397	2,204
Auditor's remuneration	1,800	2,140
	<u>£4,197</u>	<u>£4,344</u>
8. NET INCOME/(EXPENDITURE)	2023	2022
The net expenditure for the year is stated after charging:		
Auditor's remuneration	£1,800	£2,140
Operating lease rentals	£15,625	£14,620
	<u>£17,425</u>	<u>£16,760</u>
9. STAFF COSTS	2023 £	2022 £
Wages and salaries	279,492	269,957
Social security	22,911	19,335
Pension costs	20,588	20,336
	<u>£322,991</u>	<u>£309,628</u>
	2023 No.	2022 No.
Average number of full-time equivalent employees	<u>9</u>	<u>9</u>
	2023 No.	2022 No.
Average monthly number of employees	<u>10</u>	<u>10</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by Key Management amounted to £47,934 (2022 : £44,084). Under FRS 102, employee benefits includes gross salary, employer's NIC and employer's pension contributions.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023
/contd...

10. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or reimbursed expenses in 2023 or 2022.

There were no related party transactions in either year other than those disclosed in Note 9.

11. TANGIBLE FIXED ASSETS

Computer
equipment
£

Cost

As at 1 April 2022 and at 31 March 2023

7,612

Depreciation

As at 1 April 2022 and at 31 March 2023

7,612

Net book value

As at 31 March 2023

£Nil

As at 31 March 2022

£Nil

12. DEBTORS

2023

2022

Prepayments and accrued income

£63,667

£44,774

13. CREDITORS – Amounts falling due within one year

2023

2022

£

£

Accruals and deferred income

43,665

32,322

Social security and other taxes

137

8,532

Other creditors

7,500

-

£51,302

£40,854

DEFERRED INCOME ANALYSIS

2023

2022

£

£

As at 1 April

23,750

-

Additions during the year

35,389

23,750

Amounts released to income from previous year

(23,750)

-

As at 31 March

£35,389

£23,750

Deferred income of £35,389 (2022 : £23,750) included above relates to grant income received during the year but relating to future accounting periods.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023
/contd...

14. MOVEMENT IN FUNDS

2023	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
Restricted Funds					
Specialist Casework					
LCF – D&MM	621	9,434	9,434	-	621
LCF – WR Specialist	831	9,434	9,434	-	831
City Bridge Trust - Welfare	680	25,600	25,600	-	680
Trust for London - Housing	2,008	40,500	40,500	-	2,008
Thames Water Trust Fund – Water Debt	1,770	20,056	20,056	-	1,770
East End Community Foundation – UC Project	-	23,606	16,576		7,030
London Legal Support Trust	-	24,953	24,953	-	-
Advice Volunteer Training The Church of England Children’s Society	130	26,419	26,419	-	130
London Borough of Tower Hamlets - VP	-	50,000	50,000	-	-
Generalist Advice Provision					
LCF – Lap 8	8,817	75,480	75,480	-	8,817
Wakefiled	77	9,750	9,750	-	77
London Legal Support Trust	(8,744)	-	-	8,744	-
Other	(150)	-	-	150	-
Total Restricted Funds	<u>6,040</u>	<u>315,232</u>	<u>308,202</u>	<u>8,894</u>	<u>21,964</u>
Unrestricted Funds					
General	<u>118,731</u>	<u>94,101</u>	<u>86,957</u>	<u>(8,894)</u>	<u>116,981</u>
TOTAL FUNDS	<u><u>£124,771</u></u>	<u><u>£409,333</u></u>	<u><u>£395,159</u></u>	<u><u>£Nil</u></u>	<u><u>£138,945</u></u>

Each of the above funds is described in the Trustees’ Annual Report.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023
/contd...

14. MOVEMENT IN FUNDS/contd...

Comparative information for the net movement in funds in the previous year is as follows:

2022	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
Restricted Funds					
Specialist Casework					
LCF – D&MM	-	20,600	19,979	-	621
LCF – WR Specialists	-	22,248	21,417	-	831
City Bridge Trust - Welfare	506	50,500	50,326	-	680
Trust for London - Housing	3,905	42,500	44,397	-	2,008
Thames Water Trust Fund – Water Debt	848	20,056	19,134	-	1,770
East End Community Foundation – UC Project	-	2,000	2,000	-	-
Advice Volunteer Training The Church of England Children’s Society	2,100	10,244	12,214	-	130
London Borough of Tower Hamlets - VP	-	50,000	50,000	-	-
Generalist Advice Provision					
LCF – Lap 8	4,152	51,500	46,835	-	8,817
Wakefiled	-	27,750	27,673	-	77
LCR	14,160	-	14,160	-	-
London Legal Support Trust	(10,000)	-	-	1,256	(8,744)
Other	(150)	-	-	-	(150)
Total Restricted Funds	<u>15,521</u>	<u>297,398</u>	<u>308,135</u>	<u>1,256</u>	<u>6,040</u>
Unrestricted Funds					
General	<u>116,021</u>	<u>69,264</u>	<u>65,298</u>	<u>(1,256)</u>	<u>118,731</u>
TOTAL FUNDS	<u><u>£131,542</u></u>	<u><u>£366,662</u></u>	<u><u>£373,433</u></u>	<u><u>£Nil</u></u>	<u><u>£124,771</u></u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023
/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
2023			
Current assets	132,894	57,353	190,247
Current liabilities	(15,913)	(35,389)	(51,302)
As at 31 March 2023	<u>£116,981</u>	<u>£21,964</u>	<u>£138,945</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £
2022			
Current assets	135,835	29,790	165,625
Current liabilities	(17,104)	(23,750)	(40,854)
As at 31 March 2022	<u>£118,731</u>	<u>£6,040</u>	<u>£124,771</u>

16. TAXATION

As a registered charity, Island Advice Centre is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

17. COMMITMENTS

The total minimum lease payments due under non-cancellable operating leases are as follows:

	2023 £	2022 £
Within one year	7,970	7,970
Within two and five years	1,571	3,142
	<u>£9,541</u>	<u>£11,112</u>

18. CONTINGENT ASSETS

The charity has been awarded several multi-year grants with performance-related conditions or specified/implied timeframes which preclude recognition of the full amount. At 31 March 2023 the charity had contingent assets of £333,391 (2022 : £169,946)

ISLAND ADVICE CENTRE

England & Wales - Charity number 1076857

Accounts

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Registered No.: 03375266)
(Charity No.: 1076857)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022



MYRUS SMITH
Chartered Accountants

Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

ISLAND ADVICE CENTRE
(A company limited by guarantee)

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Notes to the Financial Statements	14 - 20

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

The trustees present their report and financial statements for the year ended 31 March 2022.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name and registration numbers

Name: Island Advice Centre
Company No: 03375266
Charity No: 1076857

Board of Trustees

Katherine Wilson	Chair
Steve Lake	Treasurer
Chris Parsons	
Thomas Siggers	
Shabnam Sharmin	
Simon Lanaria	
Godline Pushparajan	
Stephanie Dickinson	

Centre Manager

Sarah Sauvat

Registered Office and Principal Address

Island House
Roserton Street
London
E14 3PG

Auditors

Myrus Smith, Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

/contd....

OBJECTIVES AND ACTIVITIES

Main objectives and mission

The Centre's main objectives, in accordance with its governing document, are:

- to provide by employing suitably qualified staff free housing, debt, welfare and generalist advice to poor persons resident in Tower Hamlets or nearby areas
- to provide an accessible service in terms of location, disability and language
- to provide home visits to persons with disabilities.

ADAPTING A SERVICE DURING A PANDEMIC

The pandemic had a direct effect on the organization main activities due to COVID 19 related control measures been put in place by the government.

Although the delivery of the service continued, unfortunately face to face advice had been severely impacted during the pandemic and this had a direct impact on volunteers' involvement which considerably reduced.

But thanks to funders from the London Community Response and Community Justice Fund we were able to adapt our system to remote work including migrating the cloud and adopting a MS Telephony system. This also helped us resume volunteer engagement.

The new IT system and telephony system enabled Island Advice Centre to continue to provide the much needed advice and support through increased telephone helpline, remote appointments via telephone or digital means and email advice.

Outreach sessions continued to be delivered albeit remotely.

Training courses and workshops were adapted to be delivered digitally and factsheets and online information continued to be developed.

FINDING A NEW NORMAL

As protective measures were eased, Island Advice Centre slowly resumed the face-to-face advice to the most vulnerable residents while remaining flexible in their channel of delivery. From August 2021, the most vulnerable clients could have face to face appointments when requested.

Since September 2021 our housing and debt clinics have been delivered as per client preferences i.e. either face to face over the phone or digitally.

Since March 2022 appointments are offered face to face by default but residents always have the choice to have telephone or digital consultation if this is their preferences

Training and workshop are now delivered via a mixture of face to face and digital means.

Main activities

The organisation exists to provide generalist advice and information, benefits, debt and housing casework including representation at court and tribunals, training and placements for advice volunteers, and peer support to other front-line advice agencies.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

/contd....

Our main activities are carried out in our office on the Isle of Dogs, with outreach advice sessions being delivered at Spitalfields Health Centre, E1 Health, Chrisp Street Health Centre, Barkantine Clinic, Island Health Centre, ELATT and Bromley by Bow Centre. Our activities in the year included:

- Telephone advice sessions weekdays
- Daily telephone appointments for benefits, debt and housing advice
- Four remote sessions per week in GP surgeries
- Weekly remote advice sessions in other community and advice centres
- Casework and representation at court and tribunal
- Debt Relief Order intermediary service
- Advice on fuel and water debt and energy efficiency
- Volunteer recruitment, placements and supervision
- Volunteer training course one day per week delivered remotely
- NVQ level 3 and 4 assessments in Advice and Guidance
- Peer support and capacity building in 10 other front-line Tower Hamlets advice centres
- Production of welfare rights factsheets and delivery of training workshops for advice workers
- Tower Hamlets Community Advice Network website
- Networking and partnerships
- Referrals to other agencies for specialist advice services such as immigration, employment and family law and for support with online applications and advice resources.

These activities can be broadly divided into four categories:

1. Specialist casework – this includes debt and money management advice funded by LBTH, welfare benefits casework and appeals funded by LBTH and City Bridge Trust and housing advice and casework funded by Trust for London.
2. Advice volunteer training – includes our volunteer training project funded by LBTH, NVQ assessments carried out by qualified staffs and funded by a mix of grants from Canary Wharf Trust and fee payments by candidates/their employers, and training sessions and workshops delivered to other agencies partly funded by LBTH and partly by East End Community Foundation.
3. Generalist advice provision – delivered through telephone advice session, emails, remote outreach sessions and appointments and funded by LBTH, Social Action for Health, Thames Water Trust, ELATT college and Osmani Trust.
4. Peer Support and Coordination Work – this work consists of support for Tower Hamlets Community Advice Network and coordination of referrals funded by Child Society Coordinate Community Support .

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

/contd....

Service provision depends on suitable funding being available for that service. Restricted funds will be applied only for the specific activities required by the funder whilst unrestricted funds may be used to support or extend any service that we consider it important to deliver in light of our overall mission and our understanding of local needs.

Our user statistics indicate that residents from all sectors of the local Tower Hamlets community are aware of and access our services. The majority of beneficiaries are people experiencing hardship caused by low incomes due to unemployment or furloughing, cessation of benefits, lack of access to utilities and financial services, indebtedness including rent and council tax arrears, insecure or unaffordable housing, homelessness and disrepair. Our services are accessible in terms of disabled access (suitable premises, outreach appointments), language (advisers speak a range of community languages) and local provision.

Other beneficiaries are unemployed residents who can access our volunteering and training opportunities and gain vocational skills, qualifications, and improved chances of finding secure employment.

How our activities deliver public benefit

The trustees, when exercising any powers or duties to which the guidance is relevant, notably about how the organisation undertakes its work and spends the resources it raises always have due regard to the Charity Commission's public benefit guidance.

Our charitable activities focus on the provision of free advice and advocacy to residents of Tower Hamlets and surrounding areas. We incorporate the help of local volunteers both in our management committee and service delivery.

Therefore the public benefit is twofold. Firstly by helping those in need to secure their statutory rights and entitlements and empowering them through awareness and support. Without this support many of our clients would fall under the poverty line which is detrimental to their well-being and the well-being of children under their care.

Secondly through our volunteering opportunities we up-skill residents and give them the experience and skills needed to enter the job market and participate in the local and wider economy. Many of our volunteers move on to paid employment both in the advice sector and other areas.

ACHIEVEMENTS AND PERFORMANCE

In the year ending 31st March 2022, 2,622 people accessed our advice services, either by been referred directly through us or by accessing our service directly via telephone or email or through outreach services which we continued to deliver remotely.

Our outreach services delivered 156 remote sessions funded by SAfH in 5 GP surgeries. We also delivered advice session to students at ELATT during term time.

Through our telephone and email enquiries in house funded by LBTH, we assisted 1,405 service users accessed general advice by phone or online and following our advice and support with 2,712 enquiries.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

/contd....

Through our debt specialist casework funder by LBTH and Thames Water, we helped 254 clients having £450,080 of debt written off through insolvency or discretionary relief and £351,679 of debt managed through reduced payment plan or moratorium period. And through our financial capability support funded by Thames Water we helped 105 households with better off energy comparison and discount application which a projected annual savings of £50,353 (£480 per household)

Through our specialist welfare casework funded by CBT, we supported 110 clients secure 145,515 of confirmed additional income and assisted 50 clients with tribunal representation.

Through our housing specialist advice funded by TFL, we advised 177 clients regarding housing matter and provided specialist casework support to 101 to improve their housing position including disrepair, housing allocation, suitable housing and/or avoiding homelessness.

Our volunteer advice work training project continued to be funded by LBTH. The project delivers a weekly digital advice training course to local community volunteers, finds placements for them in Island Advice and offers the opportunity to progress to NVQ levels 3 and 4.

We have also continued to provide peer support and capacity building to other Tower Hamlets advice centres with funding from LBTH. This has included delivery of training courses, workshops and factsheets, the maintenance of a Tower Hamlets Community Advice Network website, provision of file reviews for advisers in other agencies, and co-ordination of the THCAN steering group and its associated advice forums.

With the support of the Children Society Coordinate Community programme we updated the THCAN website to include a centralised referral system available to organisations in the borough of Tower Hamlets to help implement a coordinate and effective referral system for residents to access the advice sector.

FINANCIAL REVIEW

Principal Funding sources

Island Advice relies on charitable grants and statutory funding for its income. The organisation has an ongoing strategy of applying for any available grants targeted for the provision of social welfare law advice from large statutory funders as well as smaller trusts and foundations. The principal funding sources in this year were the London Borough of Tower Hamlets, Trust for London and City Bridge Trust; other funders included the SAFH (GP Link's project), Children Society and Thames Water Trust.

There are four areas of restricted funding: specialist casework, which funds casework in housing, welfare benefits and debt; generalist advice which is delivered through drop-in sessions, telephone advice and appointments; advice volunteer training which is offered to advice centre volunteers borough-wide and includes both classroom training and supervised placements; and peer support work which is offered to other advice centres in the borough.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

/contd....

Reserves policy

Trustees have established that in order to fulfil their responsibilities to staff and to minimise the risk of any breach of statute or organisational duty the organisation should hold sufficient funds in reserve to meet the full running costs for three months. Reserves will be built up from unrestricted funds and the level of reserves will be reviewed annually by the Board. The present level of unrestricted reserves of £118,731 as at 31 March 2022 (2021 : £116,021) available to the charity meets this requirement.

Investment policy

Any surplus funds will be held in low risk, secure investments such as the charities deposit fund run by CCLA Investment Management Ltd. Additionally the organisation uses an interest bearing current account in order to maximise the value of any cash held.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is also a company limited by guarantee and the Directors of the company are also the Trustees of the charity. The charity's governing document is a memorandum and articles of association dated 23rd May 1997 and updated on 29th June 1999.

Trustee appointment, induction and training

Trustees are elected at the organisation's AGM. In addition, the board may, at its discretion, make appointments to the Board between AGMs. The Board endeavours to ensure that its membership covers a wide range of experience and skills and that the backgrounds of the members of the Board reflect a balance that is appropriate to the charity's mission and activities. New trustees are provided with a copy of the business plan, most recent annual report and constitution, details of the organisation's structure and staffing, and copies of relevant policies including the Equality and Diversity Policy.

Organisational structure

Operational management of the organisation is delegated to the Centre Manager who takes overall responsibility for the day to day running of the organisation, planning and strategy, and implementing the directions of the Board. The Centre Manager is part of a senior management team that includes the volunteer co-ordinator and housing, debt and welfare benefits advice supervisors.

Involvement of volunteers

The board of trustees are volunteers drawn from the local community, the business sector, other voluntary sector organisations and ex- advice staff and volunteers. The organisation also uses local community volunteers and law students to assist in delivery of advice services and to carry out administrative support.

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2022

/contd.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Island Advice Centre for the purposes of company law) are responsible for preparing the Trustees' Annual 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. Under company law the trustees must not approve the financial statements unless they are satisfied that they give 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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 auditor is aware of that information.

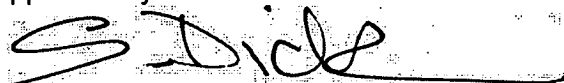
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

AUDITORS

A resolution proposing the re-appointment of Myrus Smith as auditors to the company will be put to the Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 22nd December 2022 and signed on its behalf, by:



Stephanie Dickinson
Trustee

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2022

Opinion

We have audited the financial statements of Island Advice Centre (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 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 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

FOR THE YEAR ENDED 31 MARCH 2022

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 directors' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement (set out on page 7), the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2022

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 specific procedures for this engagement and the extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2022

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.



Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

22nd December 2022

ISLAND ADVICE CENTRE
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income from:					
Donations and legacies	2	10,188	-	10,188	10,000
Charitable activities	3	59,058	297,398	356,456	441,999
Investments	4	18	-	18	52
Total		<u>69,264</u>	<u>297,398</u>	<u>366,662</u>	<u>452,051</u>
Expenditure on:					
Charitable activities	5	65,298	308,135	373,433	407,613
Total		<u>65,298</u>	<u>308,135</u>	<u>373,433</u>	<u>407,613</u>
Net income/(expenditure)	8	3,966	(10,737)	(6,771)	44,438
Transfers between funds	14	(1,256)	1,256	-	-
Net movement in funds	14	2,710	(9,481)	(6,771)	44,438
Reconciliation of funds:					
Total funds brought forward	14	116,021	15,521	131,542	87,104
Total funds carried forward	14	<u>£118,731</u>	<u>£6,040</u>	<u>£124,771</u>	<u>£131,542</u>

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Company No: 03375266)

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
FIXED ASSETS					
Tangible assets	11		-		-
CURRENT ASSETS					
Debtors	12	44,774		29,028	
Cash at bank and in hand		120,851		117,590	
		<u>165,625</u>		<u>146,618</u>	
CREDITORS					
Amounts falling due within one year	13	40,854		15,076	
NET CURRENT ASSETS			<u>124,771</u>		<u>131,542</u>
NET ASSETS	15		<u><u>£124,771</u></u>		<u><u>£131,542</u></u>
FUNDS					
Restricted	14		6,040		15,521
Unrestricted	14		118,731		116,021
	14		<u><u>£124,771</u></u>		<u><u>£131,542</u></u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees on 22nd December 2022 and signed on its behalf by:



Stephanie Dickinson
Trustee

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

General information and basis of accounting

Island Advice Centre is a registered charity (no. 1076857) and a private company (no. 03375266) limited by guarantee, registered in England and Wales. Each member is liable to contribute an amount not exceeding £1 in the event of the charitable company being wound up. The registered office is given in the Trustees' Annual Report on page 1.

The charity constitutes a public benefit entity as defined by FRS 102. 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund.

Incoming resources

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Where grants are awarded over a specified or implied timeframe, the income is recognised evenly over the grant period. A contingent asset is disclosed for the unrecognised amount of multi-year grants.

Resources expended

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

Expenditure is allocated to each activity where the costs relate directly to that activity. Support costs, including governance costs, that do not relate directly to any activity are apportioned to each activity on the basis of staff time.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
Bank interest	£18	£Nil	£18	£52

All of the £52 recognised in 2021 was unrestricted funds.

5. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2022 £	Total 2021 £
Staff costs	252,531	54,893	307,424	336,321
Direct project costs	6,981	-	6,981	1,920
Subscriptions and insurance	-	1,998	1,998	4,616
Stationery and postage	-	5,289	5,289	3,829
Payroll services	-	665	665	710
Premises costs	-	19,803	19,803	17,447
Publications	-	-	-	150
Computer expenses	-	-	-	16,087
Volunteers' expenses	315	-	315	311
Staff and volunteer training and recruitment	2,190	3,337	5,527	1,754
Sundry expenses	-	20	20	204
Telephone and internet	4,866	4,155	9,021	7,095
Travelling costs	-	-	-	112
Professional fees	-	6,288	6,288	5,599
NVQ assessors fees	5,758	-	5,758	6,305
Governance costs (note 7)	-	4,344	4,344	5,153
	<u>£272,641</u>	<u>£100,792</u>	<u>£373,433</u>	<u>£407,613</u>

Of the £407,613 expenditure recognised in 2021, £56,173 was charged to unrestricted funds and £351,440 was charged to restricted funds.

6. ANALYSIS OF DIRECT AND SUPPORT COSTS BY ACTIVITY	Direct Costs £	Support Costs £	Total 2022 £	Total 2021 £
Specialist casework	104,810	52,443	157,253	157,049
Advice volunteer training	65,329	10,474	75,803	80,029
Generalist advice provision	102,502	37,875	140,377	159,496
Peer support work	-	-	-	11,039
	<u>£272,641</u>	<u>£100,792</u>	<u>£373,433</u>	<u>£407,613</u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

7. GOVERNANCE COSTS	2022 £	2021 £
Staff costs	2,204	2,873
Audit fees	2,140	2,280
	<u>£4,344</u>	<u>£5,153</u>
8. NET INCOME/(EXPENDITURE)	2022	2021
The net expenditure for the year is stated after charging:		
Auditor's remuneration	£2,140	£2,280
Operating lease rentals	£14,620	£11,969
	<u>£16,760</u>	<u>£14,249</u>
9. STAFF COSTS	2022 £	2021 £
Wages and salaries	269,957	292,431
Social security	19,335	21,902
Pension costs	20,336	21,642
Redundancy costs	-	3,219
	<u>£309,628</u>	<u>£339,194</u>
	2022 No.	2021 No.
Average number of full-time equivalent employees	9	9
	<u>9</u>	<u>9</u>
	2022 No.	2021 No.
Average monthly number of employees	10	11
	<u>10</u>	<u>11</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by Key Management amounted to £44,084 (2021 : £57,463). Under FRS 102, employee benefits includes gross salary, employer's NIC and employer's pension contributions.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

10. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or reimbursed expenses in 2022 or 2021.

There were no related party transactions in either year other than the Key Management employee benefits disclosed in Note 9.

11. TANGIBLE FIXED ASSETS

Computer
equipment
£

Cost

As at 1 April 2021 and at 31 March 2022

7,612

Depreciation

As at 1 April 2021 and at 31 March 2022

7,612

Net book value

As at 31 March 2022

£Nil

As at 31 March 2021

£Nil

12. DEBTORS

2022

2021

Prepayments and accrued income

£44,774

£29,028

13. CREDITORS – Amounts falling due within one year

2022

2021

£

£

Accruals and deferred income

32,322

8,688

Social security and other taxes

8,532

6,388

£40,854

£15,076

DEFERRED INCOME ANALYSIS

2022

2021

£

£

As at 1 April

-

-

Additions during the year

23,750

-

As at 31 March

£23,750

£Nil

Deferred income of £23,750 (2021 : £Nil) included above relates to grant income received during the year but relating to future accounting periods.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

14. MOVEMENT IN FUNDS

2022	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
Restricted Funds					
Specialist casework	5,259	157,904	157,253	-	5,910
Advice volunteer training	2,100	60,244	62,214	-	130
Generalist advice provision	8,162	79,250	88,668	1,256	-
Total restricted Funds	<u>15,521</u>	<u>297,398</u>	<u>308,135</u>	<u>1,256</u>	<u>6,040</u>
Unrestricted Funds					
General	<u>116,021</u>	<u>69,264</u>	<u>65,298</u>	<u>(1,256)</u>	<u>118,731</u>
TOTAL FUNDS	<u>£131,542</u>	<u>£366,662</u>	<u>£373,433</u>	<u>£Nil</u>	<u>£124,771</u>

Each of the above funds is described in the Trustees' Annual Report.

Comparative information for the net movement in funds in the previous year is as follows:

2021	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
Restricted Funds					
Specialist casework	-	162,304	157,045	-	5,259
Advice volunteer training	-	69,328	67,228	-	2,100
Generalist advice provision	-	135,329	127,167	-	8,162
Total restricted Funds	<u>-</u>	<u>366,961</u>	<u>351,440</u>	<u>-</u>	<u>15,521</u>
Unrestricted Funds					
General	<u>87,104</u>	<u>85,090</u>	<u>56,173</u>	<u>-</u>	<u>116,021</u>
TOTAL FUNDS	<u>£87,104</u>	<u>£452,051</u>	<u>£407,613</u>	<u>£Nil</u>	<u>£131,542</u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £
2022			
Current assets	135,835	29,790	165,625
Current liabilities	(17,104)	(23,750)	(40,854)
As at 31 March 2022	<u>£118,731</u>	<u>£6,040</u>	<u>£124,771</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
2021			
Current assets	131,097	15,521	146,618
Current liabilities	(15,076)	-	(15,076)
As at 31 March 2021	<u>£116,021</u>	<u>£15,521</u>	<u>£131,542</u>

16. TAXATION

As a registered charity, Island Advice Centre is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

17. COMMITMENTS

The total minimum lease payments due under non-cancellable operating leases are as follows:

	2022 £	2021 £
Within one year	7,970	7,970
Within two and five years	3,142	4,713
	<u>£11,112</u>	<u>£12,683</u>

18. CONTINGENT ASSETS

The charity has been awarded several multi-year grants with performance-related conditions or specified/implied timeframes which preclude recognition of the full amount. The following contingent assets as at 31 March 2022 are therefore disclosed:

	£	
London Borough of Tower Hamlets	50,000	(Trainee advice project)
City Bridge Trust	25,600	(Welfare benefits advice)
East End CAB Partnership	94,346	(Generalist welfare and debt advice)
	<u>£169,946</u>	

ISLAND ADVICE CENTRE

England & Wales - Charity number 1076857

Accounts

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Registered No.: 03375266)
(Charity No.: 1076857)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

MYRUS SMITH
Chartered Accountants
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

ISLAND ADVICE CENTRE
(A company limited by guarantee)

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FOR THE YEAR ENDED 31 MARCH 2021

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**ISLAND ADVICE CENTRE
(A company limited by guarantee)**

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity name and registration numbers

Name: Island Advice Centre
Company No: 03375266
Charity No: 1076857

Board of Trustees

Katherine Wilson	Chair
Steve Lake	Treasurer
Chris Parsons	
Thomas Siggers	
Shabnam Sharmin	
Simon Lanaria	
Godline Pushparajan	
Juliet Grimes	(resigned 2 October 2020)
Stephanie Dickinson	(appointed 1 December 2020)

Centre Manager

Sarah Sauvat

Registered Office and Principal Address

Island House
Roserton Street
London
E14 3PG

Auditors

Myrus Smith, Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

/contd....

OBJECTIVES AND ACTIVITIES

Main objectives and mission

The Centre's main objectives, in accordance with its governing document, are:

- to provide by employing suitably qualified staff free housing, debt, welfare and generalist advice to poor persons resident in Tower Hamlets or nearby areas
- to provide an accessible service in terms of location, disability and language
- to provide home visits to persons with disabilities.

The effect of the pandemic

During this financial year, the pandemic had a direct effect on the organisation's delivery of main activities due to COVID 19 related control measures being put in place by the government. The Centre Manager, being from a vulnerable group, had to shield and the organisation had to review promptly how to alter the delivery of main activities to ensure a safe environment.

Although the delivery of the service continued, its delivery has been altered to remote methods. The pandemic also has a direct impact on volunteers' involvement which has considerably reduced.

The services continued to be provided through increased telephone helpline, remote appointments via telephone or digital means and email advice. Outreach sessions were delivered remotely as well as training courses and workshops, factsheets and online information continued to be developed.

Although volunteers are essential to advice service delivery and the organisation recruits, trains and supports volunteers in advice skills and provides NVQ assessments in Advice and Guidance levels 3 and 4, the level of recruitment was severely affected by the pandemic.

Funders have been flexible in their approach to reporting and numerous funding streams have been opened to support the advice sector during this time of national crisis including London Community Response and Community Justice Fund.

The organisation is continuously looking into funding streams available to adapt service provision to current times including funding for core costs to adapt service delivery as well as funding to increase capacity in order to ensure delivery of the service remains effective and manageable.

Main activities

The organisation exists to provide generalist advice and information, benefits, debt and housing casework including representation at court and tribunals, training and placements for advice volunteers, and peer support to other front-line advice agencies.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

/contd....

Our main activities are carried out in our office on the Isle of Dogs, with outreach advice sessions being delivered at Spitalfields Health Centre, E1 Health, Chrisp Street Health Centre, Barkantine Clinic, Island Health Centre, ELATT and Bromley by Bow Centre. Our activities in the year included:

- Telephone advice sessions on weekdays
- Daily telephone appointments for benefits, debt and housing advice
- Four remote sessions per week in GP surgeries
- Weekly remote advice sessions in other community and advice centres
- Casework and representation at court and tribunal
- Debt Relief Order intermediary service
- Advice on fuel and water debt and energy efficiency
- Volunteer recruitment, placements and supervision
- Volunteer training course one day per week delivered remotely
- NVQ level 3 and 4 assessments in Advice and Guidance
- Peer support and capacity building in 10 other front-line Tower Hamlets advice centres
- Production of welfare rights factsheets and delivery of training workshops for advice workers
- Tower Hamlets Community Advice Network website
- Networking and partnerships
- Referrals to other agencies for specialist advice services such as immigration, employment and family law and for support with online applications and advice resources.

These activities can be broadly divided into four categories:

1. Specialist casework – this includes debt and money management advice funded by LBTH, welfare benefits casework and appeals funded by LBTH and City Bridge Trust and housing advice and casework funded by Trust for London.
2. Advice volunteer training – includes our volunteer training project funded by LBTH, NVQ assessments carried out by qualified staffs and funded by a mix of grants from Canary Wharf Trust and fee payments by candidates/their employers, and training sessions and workshops delivered to other agencies partly funded by LBTH and partly by East End Community Foundation.
3. Generalist advice provision – delivered through telephone advice session, emails, remote outreach sessions and appointments and funded by LBTH, Social Action for Health, Thames Water Trust, ELATT college and Osmani Trust.
4. Peer Support and Coordination Work – this work consists of support for Tower Hamlets Community Advice Network and coordination of referrals funded by Child Society Coordinate Community Support .

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

/contd....

Service provision depends on suitable funding being available for that service. Restricted funds will be applied only for the specific activities required by the funder whilst unrestricted funds may be used to support or extend any service that we consider it important to deliver in light of our overall mission and our understanding of local needs.

Our user statistics indicate that residents from all sectors of the local Tower Hamlets community are aware of and access our services. The majority of beneficiaries are people experiencing hardship caused by low incomes due to unemployment or furloughing, cessation of benefits, lack of access to utilities and financial services, indebtedness including rent and council tax arrears, insecure or unaffordable housing, homelessness and disrepair. Our services are accessible in terms of disabled access (suitable premises, outreach appointments), language (advisers speak a range of community languages) and local provision.

Other beneficiaries are unemployed residents who can access our volunteering and training opportunities and gain vocational skills, qualifications, and improved chances of finding secure employment.

How our activities deliver public benefit

The trustees, when exercising any powers or duties to which the guidance is relevant, notably about how the organisation undertakes its work and spends the resources it raises, always have due regard to the Charity Commission's public benefit guidance.

Our charitable activities focus on the provision of free advice and advocacy to residents of Tower Hamlets and surrounding areas. We incorporate the help of local volunteers both in our management committee and service delivery.

Therefore the public benefit is twofold. Firstly by helping those in need to secure their statutory rights and entitlements and empowering them through awareness and support. Without this support many of our clients would fall under the poverty line which is detrimental to their well-being and the well-being of children under their care.

Secondly through our volunteering opportunities we up-skill residents and give them the experience and skills needed to enter the job market and participate in the local and wider economy. Many of our volunteers move on to paid employment both in the advice sector and other areas.

ACHIEVEMENTS AND PERFORMANCE

In the year ending 31st March 2021, 2808 people accessed our advice services, either by been referred directly through us or by accessing our service directly via telephone or email or through outreach services which we continued to deliver remotely.

Our outreach services delivered 176 remote sessions funded by SAfH in 5 GP surgeries. We also delivered 44 outreach advice sessions at the Osmani Centre and resumed delivering advice sessions to ELATT since January 2021 on a weekly basis during term time.

Through our in-house telephone and email enquiries funded by LBTH, we assisted 1329 service users accessing general advice by phone or online and following our advice and support with 2204 enquiries.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

/contd....

Through our debt specialist casework funded by LBTH and Thames Water, we helped 168 clients having £167,075.81 of debt written off through insolvency or discretionary relief and £124,088.53 of debt managed through reduced payment plan or moratorium period. And through our financial capability support funded by Thames Water we helped 100 households with better off energy comparison and discount application with projected annual savings of £21,701.52 (£217 per household)

Through our specialist welfare casework funded by CBT, we supported 141 clients secure £291,876.22 of confirmed additional income and assisted 67 clients with appeal matters including tribunal representation.

Through our housing specialist advice funded by TFL, we advised 215 clients regarding housing matter and provided specialist casework support to 101 to improve their housing position including disrepair, housing allocation, suitable housing and/or avoiding homelessness.

Our volunteer advice work training project continued to be funded by LBTH. The project delivers a weekly digital advice training course to local community volunteers, finds placements for them in Island Advice and offers the opportunity to progress to NVQ levels 3 and 4.

We have also continued to provide peer support and capacity building to other Tower Hamlets advice centres with funding from LBTH. This has included delivery of training courses, workshops and factsheets, the setting up and maintenance of a Tower Hamlets Community Advice Network website, provision of file reviews for advisers in other agencies, and co-ordination of the THCAN steering group and its associated advice forums.

With the support of the Children Society Coordinate Community programme we updated the THCAN website to include a centralised referral system available to organisations in the borough of Tower Hamlets to help implement and coordinate an effective referral system for residents to access the advice sector.

FINANCIAL REVIEW

Principal Funding sources

Island Advice relies on charitable grants and statutory funding for its income. The organisation has an ongoing strategy of applying for any available grants targeted for the provision of social welfare law advice from large statutory funders as well as smaller trusts and foundations. The principal funding sources in this year were the London Borough of Tower Hamlets, Trust for London and City Bridge Trust; other funders included the SAfH (GP Link's project), Children Society and Thames Water Trust.

There are four areas of restricted funding: specialist casework, which funds casework in housing, welfare benefits and debt; generalist advice which is delivered through drop-in sessions, telephone advice and appointments; advice volunteer training which is offered to advice centre volunteers borough-wide and includes both classroom training and supervised placements; and peer support work which is offered to other advice centres in the borough.

Overall, the income increased by 14% whereas expenditure decreased by 3% from last year.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

/contd....

Reserves policy

Trustees have established that in order to fulfil their responsibilities to staff and to minimise the risk of any breach of statute or organisational duty the organisation should hold sufficient funds in reserve to meet the full running costs for three months. Reserves will be built up from unrestricted funds and the level of reserves will be reviewed annually by the Board. The present level of reserves available to the charity meets this requirement.

Unrestricted funds at 31st March 2021 amounted to £116,021 (2020 : £87,104).

Investment policy

Any surplus funds will be held in low risk, secure investments such as the charities deposit fund run by CCLA Investment Management Ltd. Additionally the organisation uses an interest bearing current account in order to maximise the value of any cash held.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The Directors of the company are also the Trustees of the charity. The charity's governing document is a memorandum and articles of association dated 23rd May 1997 and updated on 29th June 1999.

Remuneration of Key Management Personnel

The remuneration of the charity's key management personnel is set by the Board of Trustees, taking into account the charity's financial position and the amount paid for comparable roles in comparable organisations.

Trustee appointment, induction and training

Trustees are elected at the organisation's AGM. In addition, the board may, at its discretion, make appointments to the Board between AGMs. The Board endeavours to ensure that its membership covers a wide range of experience and skills and that the backgrounds of the members of the Board reflect a balance that is appropriate to the charity's mission and activities. New trustees are provided with a copy of the business plan, the most recent annual report and constitution, details of the organisation's structure and staffing, and copies of relevant policies including the Equality and Diversity Policy.

Organisational structure

Operational management of the organisation is delegated to the Centre Manager who takes overall responsibility for the day to day running of the organisation, planning and strategy, and implementing the directions of the Board. The Centre Manager is part of a senior management team that includes the volunteer co-ordinator and housing, debt and welfare benefits advice supervisors.

Involvement of volunteers

The board of trustees comprises of volunteers drawn from the local community, the business sector, other voluntary sector organisations and ex- advice staff and volunteers. The organisation also uses local community volunteers and law students to assist in delivery of advice services and to carry out administrative support.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

TRUSTEES' ANNUAL REPORT

FOR THE YEAR ENDED 31 MARCH 2021

/contd....

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Island Advice Centre for the purposes of company law) are responsible for preparing the Trustees' Annual 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. Under company law the trustees must not approve the financial statements unless they are satisfied that they give 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 charitable company 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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- 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 auditor is aware of that information.

AUDITORS

A resolution proposing the re-appointment of Myrus Smith as auditors to the company will be put to the Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees on 27 January 2022 and signed on its behalf, by:

Katherine Wilson
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE (A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2021

Opinion

We have audited the financial statements of Island Advice Centre (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the 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 the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2021

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 directors' 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE (A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2021

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; and assessing whether the judgements made in making accounting estimates are indicative of a potential bias.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF:

ISLAND ADVICE CENTRE
(A company limited by guarantee)

FOR THE YEAR ENDED 31 MARCH 2021

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.

Stephen Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House
8 Burnell Road
Sutton, Surrey
SM1 4BW

28 January 2022

ISLAND ADVICE CENTRE
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income from:					
Donations and legacies	2	10,000	-	10,000	10,000
Charitable activities	3	75,038	366,961	441,999	385,286
Investments	4	52	-	52	263
Total		<u>85,090</u>	<u>366,961</u>	<u>452,051</u>	<u>395,549</u>
Expenditure on:					
Charitable activities	5	56,173	351,440	407,613	418,780
Total		<u>56,173</u>	<u>351,440</u>	<u>407,613</u>	<u>418,780</u>
Net income/(expenditure)	8	28,917	15,521	44,438	(23,231)
Transfers between funds	14	-	-	-	-
Net movement in funds	14	28,917	15,521	44,438	(23,231)
Reconciliation of funds:					
Total funds brought forward	14	87,104	-	87,104	110,335
Total funds carried forward	14	<u>£116,021</u>	<u>£15,521</u>	<u>£131,542</u>	<u>£87,104</u>

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)
(Company No: 03375266)

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
FIXED ASSETS					
Tangible assets	11		-		-
CURRENT ASSETS					
Debtors	12	29,028		18,616	
Cash at bank and in hand		117,590		86,675	
		<u>146,618</u>		<u>105,291</u>	
CREDITORS					
Amounts falling due within one year	13	<u>15,076</u>		<u>18,187</u>	
NET CURRENT ASSETS			<u>131,542</u>		<u>87,104</u>
NET ASSETS	15		<u><u>£131,542</u></u>		<u><u>£87,104</u></u>
FUNDS					
Restricted	14		15,521		-
Unrestricted	14		<u>116,021</u>		<u>87,104</u>
	14		<u><u>£131,542</u></u>		<u><u>£87,104</u></u>

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

The financial statements were approved by the Board of Trustees on 27 January 2022 and signed on its behalf by:

Katherine Wilson
Chair

The notes form part of the financial statements.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

General information and basis of accounting

Island Advice Centre is a registered charity (no. 1076857) and a private company (no. 03375266) limited by guarantee, registered in England and Wales. Each member is liable to contribute an amount not exceeding £1 in the event of the charitable company being wound up. The registered office is given in the Trustees' Annual Report on page 1.

The charity constitutes a public benefit entity as defined by FRS 102. 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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund.

Incoming resources

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Where grants are awarded over a specified or implied timeframe, the income is recognised evenly over the grant period. A contingent asset is disclosed for the unrecognised amount of multi-year grants.

Resources expended

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

Expenditure is allocated to each activity where the costs relate directly to that activity. Support costs, including governance costs, that do not relate directly to any activity are apportioned to each activity on the basis of staff time.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

/contd...

4. INVESTMENT INCOME	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
Bank interest	£52	£Nil	£52	£263

All of the £263 recognised in 2020 was unrestricted funds.

5. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct Costs £	Support Costs £	Total 2021 £	Total 2020 £
Staff costs	285,404	50,917	336,321	343,798
Direct project costs	1,920	-	1,920	-
Subscriptions and insurance	-	4,616	4,616	6,254
Stationery and postage	-	3,829	3,829	7,141
Payroll services	-	710	710	720
Premises costs	-	17,447	17,447	22,083
Publications	-	150	150	678
Computer expenses	16,087	-	16,087	10,015
Volunteers' expenses	-	311	311	2,477
Staff and volunteer training and recruitment	1,754	-	1,754	2,873
Sundry expenses	-	204	204	1,043
Telephone and internet	-	7,095	7,095	5,708
Travelling costs	-	112	112	862
Professional fees	-	5,599	5,599	2,556
NVQ assessors fees	6,305	-	6,305	7,464
Governance costs (note 7)	-	5,153	5,153	5,108
	<u>£311,470</u>	<u>£96,143</u>	<u>£407,613</u>	<u>£418,780</u>

Of the £418,780 expenditure recognised in 2020, £118,756 was charged to unrestricted funds and £300,024 was charged to restricted funds.

6. ANALYSIS OF DIRECT AND SUPPORT COSTS BY ACTIVITY	Direct Costs £	Support Costs £	Total 2021 £	Total 2020 £
Specialist casework	120,434	36,615	157,049	191,140
Advice volunteer training	58,479	21,550	80,029	72,296
Generalist advice provision	95,456	64,040	159,496	111,899
Peer support work	11,039	-	11,039	43,445
	<u>£285,408</u>	<u>£122,205</u>	<u>£407,613</u>	<u>£418,780</u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

/contd...

7. GOVERNANCE COSTS	2021 £	2020 £
Staff costs	2,873	2,108
Audit fees	2,280	3,000
	<u>£5,153</u>	<u>£5,108</u>

8. NET EXPENDITURE	2021	2020
The net expenditure for the year is stated after charging:		
Auditor's remuneration	£2,280	£3,000
Operating lease rentals	<u>£11,969</u>	<u>£12,413</u>

9. STAFF COSTS	2021 £	2020 £
Wages and salaries	292,431	298,438
Social security	21,902	23,814
Pension costs	21,642	23,654
Redundancy costs	3,219	-
	<u>£339,194</u>	<u>£345,906</u>

	2021 No.	2020 No.
Average number of full-time equivalent employees	<u>9</u>	<u>9</u>

	2021 No.	2020 No.
Average monthly number of employees	<u>11</u>	<u>12</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by Key Management amounted to £57,463 (2020 : £75,969). Under FRS 102, employee benefits includes gross salary, employer's NIC and employer's pension contributions.

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021
/contd...

10. TRUSTEES' REMUNERATION AND EXPENSES

The Trustees received no remuneration or reimbursed expenses in 2021 or 2020.

There were no related party transactions in either year other than the Key Management employee benefits disclosed in Note 9.

11. TANGIBLE FIXED ASSETS

Computer
equipment
£

Cost

As at 1 April 2020 and at 31 March 2021

7,612

Depreciation

As at 1 April 2020 and at 31 March 2021

7,612

Net book value

As at 31 March 2021

£Nil

As at 31 March 2020

£Nil

12. DEBTORS

2021

2020

Prepayments and accrued income

£29,028

£18,616

13. CREDITORS – Amounts falling due within one year

2021

2020

£

£

Accruals

8,688

9,290

Social security and other taxes

6,388

8,897

£15,076

£18,187

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

/contd...

14. MOVEMENT IN FUNDS

2021	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
Restricted Funds					
Specialist casework	-	162,304	157,045	-	5,259
Advice volunteer training	-	69,328	67,228	-	2,100
Generalist advice provision	-	135,329	127,167	-	8,162
Total restricted Funds	-	366,961	351,440	-	15,521
Unrestricted Funds					
General	87,104	85,090	56,173	-	116,021
TOTAL FUNDS	<u>£87,104</u>	<u>£452,051</u>	<u>£407,613</u>	<u>£Nil</u>	<u>£131,542</u>

Each of the above funds is described in the Trustees' Annual Report.

Comparative information for the net movement in funds in the previous year is as follows:

2020	Brought forward £	Income £	Expenditure £	Transfers between funds £	Carried forward £
Restricted Funds					
Specialist casework	-	190,545	191,140	595	-
Advice volunteer training	-	57,750	57,896	146	-
Generalist advice provision	-	50,750	50,988	238	-
Total restricted Funds	-	299,045	300,024	979	-
Unrestricted Funds					
General	110,335	96,504	118,756	(979)	87,104
TOTAL FUNDS	<u>£110,335</u>	<u>£395,549</u>	<u>£418,780</u>	<u>£Nil</u>	<u>£87,104</u>

ISLAND ADVICE CENTRE
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

/contd...

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
2021			
Current assets	131,097	15,521	146,618
Current liabilities	(15,076)	-	(15,076)
	<u> </u>	<u> </u>	<u> </u>
As at 31 March 2021	<u>£116,021</u>	<u>£15,521</u>	<u>£131,542</u>

Comparative information for the analysis of net assets between funds in the previous year is as follows:

	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £
2020			
Current assets	103,325	1,966	105,291
Current liabilities	(16,221)	(1,966)	(18,187)
	<u> </u>	<u> </u>	<u> </u>
As at 31 March 2020	<u>£87,104</u>	<u>£Nil</u>	<u>£87,104</u>

16. TAXATION

As a registered charity, Island Advice Centre is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

17. COMMITMENTS

The total minimum lease payments due under non-cancellable operating leases are as follows:

	2021 £	2020 £
Within one year	7,970	7,970
Within two and five years	4,713	6,284
	<u> </u>	<u> </u>
	<u>£12,683</u>	<u>£14,254</u>

18. CONTINGENT ASSETS

The charity has been awarded several multi-year grants with performance-related conditions or specified/implied timeframes which preclude recognition of the full amount. The following contingent assets as at 31 March 2021 are therefore disclosed:

	£	
London Borough of Tower Hamlets	100,000	(Trainee advice project)
Trust for London	42,500	(Specialist casework)
City Bridge Trust	76,100	(Welfare benefits advice)
Thames Water Trust Fund	20,056	(Debt advice)
East End CAB Partnership	188,694	(Generalist welfare and debt advice)
Children's Society	7,463	(Advice volunteer training)
	<u> </u>	
	<u>£434,813</u>	