

IPSWICH HOUSING ACTION GROUP LIMITED

England & Wales · Charity number 1107841

Details

Status Registered

Legal form Charitable company

Company number [05268499](#)

Registered 2005-01-28

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

Contact

Address IHAG Chapman Centre
1 Black Horse Lane
Ipswich
IP1 2EF

Phone 01473232426

Email maureen@ihag.co.uk

Website www.ihag.co.uk

Activities

Objects: 1) The relief of poverty, need and hardship amongst people in Suffolk (i) living with, at risk of, or caused by homelessness, or (ii) who are living in adverse housing conditions, or (iii) who are victims of domestic, sexual and associated discriminatory abuse, or by reason of dependency, financial or other disadvantage. 2) The relief of financial hardship amongst people living or working in Suffolk.

Activities: Provide temporary shared housing, then assist tenants to resettle into permanent independent housing. Also provide housing, floating support, welfare rights and money advice. Also campaign both locally and nationally on behalf of single homeless people and any issues that affect them.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** The Prevention Or Relief Of Poverty, Accommodation/housing
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** IPSWICH AND THE SURROUNDING DISTRICTS
- Suffolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£967,506	£1,004,987	£879,066	17
2024-03-31	£1,038,461	£1,126,506	£916,547	21
2023-03-31	£1,107,063	£1,169,523	£1,004,592	26
2022-03-31	£1,189,826	£1,139,983	£1,067,052	25
2021-03-31	£1,251,153	£1,194,811	£981,578	31

Trustees

Name	Role	Appointed
Catherine Bowyer		2023-11-09
Joseph Samuel James Wood		2025-02-06
Karen Elsie Mills		2025-12-10
Paula Rosalind Kerr		2025-12-10
Robert George Davison		2023-12-06
Steven Douglas Smith		2025-12-10
Thomas Jell		2017-12-06

IPSWICH HOUSING ACTION GROUP LIMITED

England & Wales - Charity number 1107841

Accounts



Ipswich Housing Action Group Limited
Company limited by guarantee
Financial Statements
For the year ended 31 March 2025

Company Registration Number 05268499

Charity Number 1107841

Ipswich Housing Action Group Limited

Company limited by Guarantee

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Year ended 31 March 2025

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Ipswich Housing Action Group Limited

Company limited by guarantee

Trustees' Annual Report

Year ended 31 March 2025

The Trustees, who are also directors for the purposes of company law, present their report and audited consolidated financial statements of the charity and group for the year end 31 March 2025 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and Administrative Details

Registered charity name	Ipswich Housing Action Group Limited
Charity registration number	1107841
Company registration number	05268499
Principal office and registered office	The Chapman Centre Black Horse Lane Ipswich Suffolk IP1 2EF

The trustees

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

Antonia Lancaster (Chair) (resigned 15 June 2024)
Thomas Jell (Chair)
Christopher McEwen (resigned 6 February 2025)
Robert Davison
Catherine Bowyer
Jeanette Hunt (resigned 6 February 2025)
Glen Chisholm (resigned 7 October 2025)
Joseph Wood (appointed 6 February 2025)

Chief Executive Officer and Company secretary	Julie Ramsey-Palmer (resigned 7 November 2025) Sam Hopley (appointed 30 October 2025)
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Auditor	Lovewell Blake LLP Chartered Accountants & Statutory Auditor Bankside 300 Peachman Way Broadland Business Park Norwich Norfolk NR7 0LB
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Bank	The Co-operative Bank plc 9-11 Queen Street Ipswich Suffolk IP1 1SW	Santander UK Plc 2 Triton Square Regent's Place London NW1 3AN
	Saffron Building Society 1a Market Street Saffron Walden Essex CB10 1HZ	CCLA One Angel Lane London EC4R 3AB

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the directors' report) (continued)

Year ended 31 March 2025

1. Objectives and activities

a. Policies and objectives

The principal objects of Ipswich Housing Action Group (ihAg) are set out in its Memorandum and Articles of Association, which states:

"The Charity's objects are specifically restricted to the following:

- 1) The relief of poverty, need and hardship amongst people in Suffolk (i) living with, at risk of, or caused by homelessness, or (ii) who are living in adverse housing conditions, or (iii) who are victims of domestic, sexual or associated discriminatory abuse or by reason of dependency, financial or other disadvantage.
- 2) The relief of financial hardship among people living or working in Suffolk."

Public benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

In summary, the aims of our charity are to support people, primarily those who are "non-statutory homeless" to access professional, non-judgemental advice, and guidance to better understand their situation and make informed decisions about their lives; and these fully reflect the purposes that the charity was set up to further.

b. Strategies for achieving objectives

The Executive Board of Trustees approved a One Year Operation Plan for 2024/25, "A route to stability, security and growth" committing to ihAg's Vision and Mission, and the progression of the three key strategic priorities which had been set for the previous year.

OUR MISSION

To work alongside people living with the experience of homelessness, and those facing the risk of homelessness due to the challenges of everyday life, and to enable them to move through their personal adversity to a place of security in their lives.

OUR VISION

Every person has access to a safe home to call their own, and receive the right support for them, at the right time, to enable them to maintain their home and achieve a level of independency that is right for them.

OUR STRATEGIC PRIORITIES FOR THE YEAR

- Re-model the Advice Service to clearly define its purpose, outcomes and impact
- Secure funds to continue providing the current level of staffing within the Advice Service
- Develop an Exit Strategy for Suffolk County Council, Housing Related Support decommission
- Develop an ihAg model of Supported Accommodation
- Secure funds for Housing staffing costs for 2025-26
- Update the Income Generation Strategy for 2025-26
- Develop a Marketing Strategy for 2025-26, including rebrand, refresh of website, social media channels and promotional materials
- Develop a Strategic Plan for 2025-28

Ipswich Housing Action Group Limited

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Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

1. Objectives and activities (continued)

c. Activities undertaken to achieve objectives

ihAg's charitable activities are grounded in evidence-based practice, which has shown that having access to a safe, affordable, and high-quality home is fundamental to people's health and wellbeing. It is also the platform from which a person is best placed to identify and address their other needs.

Our trauma-informed, needs-led advocacy model empowers people to address the root causes of their homelessness and bring about sustainable change to their lives. This enables people to build their own resilience, thus preventing a cycle of homelessness, and reducing the pressure on "crisis" services.

In practice our objectives are achieved by:

- Providing emotional and practical, support, advice and guidance for people sleeping rough on the streets of Ipswich, or those at risk of homelessness, at our Homeless Hub, the Chapman Centre.
- Providing temporary shared housing in Ipswich, with personalised support plans to enable people to address the personal adversity which led them to become homeless and build resilience to enable move on into permanent independent housing.
- Being a proactive partner with other like-minded agencies, to support people experiencing homelessness, and their wider needs.

Our Homelessness Hub has been open 6 mornings a week (except bank holidays) 9am to 1pm weekdays, and 10am to 2pm on Saturdays and all services are free and open to anyone who is facing or living with homelessness.

Our Advocacy team have offered a mixture of structured appointments and drop-in sessions to support people who are sleeping rough, are housed in emergency or temporary accommodation, or are facing homelessness due to personal circumstances.

Our Housing Service has offered up to 48 bedspaces, across 13 properties in Ipswich, with the security of up to 18 months of support, to ensure recovery from homelessness.

Our accommodation team have been supporting tenants 5-days a week, with an Out of Hours line available throughout the year for emergency issues.

The Senior Management team worked to achieve the Strategic Priorities through consultation with the staff team, liaison with other local support agencies, and discussion and agreement with the Board.

The safety, responsiveness and effectiveness of services remained a key focus during the year, and staff provided increased opportunities for people using our services to provide feedback on its quality and usefulness.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

2. Achievements and performance

a. Service Delivery

A total of **676** people received regular support by the organisation during the year:

631 accessed support via the Chapman Centre

45 people were supported with accommodation

This figure is significantly lower than the previous year due to the Homelessness Hub offering a reduced service of mornings only during much of the year, due to a high number of staffing vacancies.

The Homeless Hub

The Chapman Centre is not only ihAg's headquarters but is the principal property from which services are delivered. It has achieved its status as a Homelessness Hub due to the multi-faceted nature of the services on offer, and the strong partnership relationship ihAg has developed with other key agencies, who collectively work to achieve ihAg's vision.

Our Homelessness Hub offers the essentials we believe everyone has a right to – a warm safe space, access to showers, clean clothes, hot food and drinks, a postal address, access to physical and mental health care, and information and advice.

Advocacy Team

The advice team offered support via phone, email, and text as well as offering face to face appointments, and offering a weekly drop-in session.

In total 631 people were supported by ihAg advocates, visiting the Hub 4,035 times over the year. Of these, 411 were first-time visitors to the Hub.

There was a significant change in the diversity of service users during this year. Whilst the majority of people were of English heritage, there was also representation from Afghanistan, Bulgaria, Denmark, Egypt, Eritrea, Gambia, Ghana, Iran, Iraq, Italy and Latvia. This brought additional challenges in terms of language barriers, which were addressed through translation apps and services. We continue to seek partnerships with other agencies who can support us to provide inclusive services.

A total of 39 people were supported to gain access to emergency or temporary accommodation. This number is a lower than the previous year due to a reduction in emergency and temporary accommodation availability in the town, following the closure of some facilities.

The Hub continued to offer "heat hub" facilities for people sleeping rough to stay warm and dry during periods of extreme cold, when the local Severe Weather Protocols were activated. A total of 248 light meals were provided during this time.

In addition, during periods of extreme heat, the Hub remained open for people sleeping rough to escape from the heat of the day, and provided water, reusable water bottles, sun cream and hats.

Weekend Service

The Hub was open on Saturdays to offer support for people who were unable to attend during the week due to work commitments, as well as access to showers, laundry and postal services for people sleeping rough.

167 people attended over the year, and engaged with discussion, games, and lunch.

Outreach

The outreach staff conducted early morning "sweeps" of the town each weekday morning in a bid to find anyone who had bedded down over night, or as a direct response to a Streetlink Alert. Numbers found on any one morning have ranged between 0 and 15.

In total 106 people were found to be sleeping rough on the streets of Ipswich and were offered immediate access to the Hub. An additional 10 individuals were found bedded down but had chosen not to register for support.

The Hub was open for Breakfast by Invite twice a week throughout the year, specifically for people found on Outreach, and provided 996 breakfasts.

In-Reach

In-reach support was offered to people in emergency or temporary accommodation, who were at risk of being evicted.

17 people were supported to retain their tenancy and resolve the issues which may have led them to becoming homeless.

This number is significantly lower than in the previous year, due to the in-reach worker post being vacant during the first part of the year.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

2. Achievements and performance (continued)

As part of ihAg's unique offer, the hub has been able to provide daily showers and free laundry facilities for anyone who is street homeless, or in emergency accommodation (laundry only). During this year staff began to record the take up of these services, and it was noted that we provide 810 showers and 427 loads of laundry during the year.

Partnership work:

Health Outreach Clinics

Health Outreach nurses accompanied the Outreach staff at least once a week to engage with people sleeping rough and offered health appointments at the Centre at least twice a week.

Staff at the Centre supported the Health Outreach team in identifying and supporting people who were sleeping rough and in emergency accommodation, to access seasonal flu vaccinations, and Covid-19 booster vaccinations.

A specialist Hepatitis C nurse attended the Hub throughout the year, including the weekend sessions, to offer free testing, support and advice.

In addition, Health Outreach offered Breakfast by Invite at their own premises once a week, and Hub staff have supported the attendance of people sleeping rough through proactive promotion of this service, and proactive signposting (i.e. walking them to the provision).

HSBC Bank

ihAg was successful in the application process to become a "trusted partner" of HSBC, which allowed staff to support people to open their No Fixed Abode bank account, a vital facility to ensure people have safe access to statutory benefits, or wages. The Hub was then nominated as the postal address for all documentation relating to the accounts, allowing bank cards, PIN notifications and statements to be sent to people via a safe and secure location.

Local Authority Homelessness Navigators

Staff have established a direct referral route with Ipswich Borough Council's Homelessness Navigators; specialist staff supporting people who have been sleeping rough to find appropriate supportive accommodation. One of the navigators also specialised in supporting people to return to their country of origin where this was a safe option.

The navigators have spent some time every week in the Hub, establishing relationships and trust and are a beneficial addition to the services already on offer.

More generally, our relationship building work with other agencies means the Hub has moved towards the "one-stop multiagency" space we had intended, with appointments taking place with local Probation Officers, Local Authority Housing Officers, and Mental Health support.

Housing Services

Accommodation

Our accommodation portfolio consists of 13 properties; 3 owned by the Charity, and the remaining 10 managed by ihAg under lease agreements with other Landlords.

The properties offer a private lockable room, alongside shared kitchen and bathroom facilities, and most have gardens.

Access to ihAg accommodation is subject to people being registered with Suffolk County Council's Housing Related Support (HRS) Gateway. However, part way through the year, the Council confirmed that due to budgetary constraints they would be reviewing the contractual arrangements for this accommodation, and intake of new tenants was paused from October. (See 3a. for further information)

In total, a total of 45 people were supported in our accommodation during this period.

Staff provided practical support with benefit applications, money management and budgeting, CV writing and job applications. All residents were supported to register with local GP surgeries and address physical and mental health needs. Additional support was provided to engage with the local recovery service, to minimise substance use and reduce physical harm.

Ipswich Housing Action Group Limited

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Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

2. Achievements and performance (continued)

The average stay in ihAg properties was 12 months, but the lack of affordable move-on property has meant that many people who left have moved to other shared accommodation, rather than sole occupancy accommodation as they wished for.

The four additional properties ihAg acquired on long-term leases in June 2023, continued to be renovated during the first part of the year, and the first tenants took up residence in January 2025.

Other Achievements

ihAg was chosen as one of three charities of the year by the Chairman of Suffolk County Council, and as such was represented at a number of fundraising events throughout the year, showcasing the work of the charity and raising its profile and awareness of the realities of homelessness.

Suffolk Building Society, a well-established and trusted financial institute within the County, continued to be a pro-active corporate partner, raising awareness of ihAg's work across its branches, and raising funds as part of their Safe Homes Campaign: About Us - Suffolk Building Society

b. Performance

Staff recorded a total of 26 compliments during the period the majority of these were from people using our services, but some were received by partner agencies who valued our interventions.

A sample of these include:

From service users:

"I just want to thank you for your help and write something for your manager.

I went to the Chapman centre recently and was welcomed in, X then saw me as I needed some support. X was kind, supportive, explained things well, and really went the extra mile to help. This really helped me to have hope in my situation and made such a difference. They kept me in the loop the moment there was further updates."

"You've helped me so much, all of the team at the Centre are helpful. Thank you for everything"

"I feel really proud of what you manage to do for us all – I've seen how it can be hard some days, with other people, and you all are always smiling"

"I am so grateful for the support you have given my son, I know that he listens to and respects his support worker, and that really makes a difference"

From Partners:

"The Centre is such a welcoming place, and we're delighted to be able to work alongside you. Our positive working relationships brings a lot of benefits to the people we both support."

"It's such a nice vibe in the centre, very welcoming, everyone spoken to with kindness and understanding. I really appreciate you having me along to witness your work"

"Thanks for letting me come on the outreach walk – it's brought a different side to the homelessness story for me, and I am humbled"

Ipswich Housing Action Group Limited

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Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

2. Achievements and performance (continued)

Case Study:

"Dean" was assessed for a room in ihAg accommodation in March 2023 following a significant relationship breakdown, which had left him with severe depression and anxiety, which had required emergency medication on occasion. He had spent some time sofa-surfing amongst friends and eventually ended his employment due to his health and wellbeing.

Upon acceptance into the ihAg house, Dean was actively supported to register with a GP and address his mental health needs, which took some time to stabilise. As this improved, he identified other areas of support he needed, including independent living skills and rebuilding his confidence.

Initially, Dean struggled to settle into living in shared accommodation, but over the course of a year of regular support sessions, staff witnessed a sustained improvement in Dean's confidence to the point that he started to share his thoughts about seeking employment again. He was supported to refresh his CV and consider roles he may wish to undertake, and a small grant was secured to enable him to buy new clothes specifically for interviews.

After just a few months, Dean was successful in gaining a part-time role, which he seemed to thrive in. He voiced his desire to move on to his own property, and staff supported him to register on Gateway to Homechoice to begin the process of bidding. At this time, Dean's engagement became more sporadic, and despite the best efforts of staff he remained elusive for a short period.

A formal one to one meeting was arranged to discuss Dean's engagement and move-on, and it was then that he disclosed that he had become extremely anxious about moving on from supported accommodation due to his preferred gender identity. Staff offered him reassurance about this and agreed to support him to discuss this with his Housing Officer. This resulted in him being considered for self-contained accommodation rather than shared, and within a month he was offered a one-bedroomed flat.

Staff were able to secure a grant for his white goods and a new bed, and provided some resettlement support to ensure he made arrangements to pay his rent, council tax and utility bills. During one of these sessions, Dean was supported to call his estranged Mum and update her about his whereabouts. This was an emotional call, which ended with Dean and his Mum agreeing a date for her to visit him.

c. Strategic Performance

The Senior Management Team continued to meet weekly to oversee and review the day-to-day operations of the organisation and review progress on the strategic priorities of the operations plan; "A Route to Stability, Security and Growth"

Re-model the Advice Service to clearly define its purpose, outcomes and impact

- The service model, outcomes and job descriptions for staff were all reviewed to provide clarity of the unique offer of the provision. The service was renamed as Advocacy Service, better reflecting the work of staff.

Secure funds to continue providing the current level of staffing within the Advice Service

- A three-year bid was submitted to the National Lottery for the revised service, and confirmation of the grant was received on 30th January 2025. The funding will take effect from 1st April 2025.

Develop an Exit Strategy for Suffolk County Council, Housing Related Support decommission

- ihAg continued to engage with Suffolk County Council regarding their plans to decommission the Housing Related Support Contract. It was later confirmed that the contract would be significantly reduced and restructured. The Trustees voted unanimously to exit the contract, and an exit strategy was mobilised to ensure minimal disruption to service users and reduce organisational risk.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

2. Achievements and performance (continued)

Develop an ihAg model of Supported Accommodation

- A substantial amount of work has been undertaken to develop ihAg's own distinct model of supported accommodation, and this will be finalised during the next financial year. This will likely include a reduction in the available bedspaces, to ensure financial stability.

Secure funds for Housing staffing costs for 2025-26

- Potential funding opportunities have been researched and will be further explored with the development of accommodation model. The Trustees agreed that the existing staff structure would remain in place for 2025/26, and the service will be underwritten by reserves.

Update the Income Generation Strategy for 2025-26

- The development of a strategy has been placed on hold whilst recruitment for the advocacy team, and development of the accommodation model is prioritised.

Develop a Marketing Strategy for 2025 26, including rebrand, refresh of website, social media channels and promotional materials

- The Trustees agreed to hold the rebranding exercise whilst the new accommodation is developed. Discussions have been ongoing regarding the website and promotional materials. This priority will be revisited during the next financial year.

Develop a Strategic Plan for 2025-28

- The development of a strategic plan has been delayed due to other priorities. A detailed Operations Plan has remained in place to ensure organisational priorities are addressed.

3. Financial review

Total income for the year amounted to £967,506 and total expenditure amounted to £1,004,987, resulting in net expenditure of £37,481.

a. Going Concern

The Board of Trustees and the Senior Management team have continued to review ihAg's financial position following the decision to exit Suffolk County Council's Housing Related Support Contract. In a bid to reduce expenditure, notice was given on the 5 properties rented from Homegroup, resulting in them being handed back on 31 March 2025.

The Trustees also agreed to sell one of its own properties, due to the extensive repairs it would require to return it to an acceptable condition. Active marketing of the property began in June 2025, and a sale was completed in October 2025.

The CEO has sought to secure additional unrestricted funds from Trusts and Foundations and will continue to do so whilst the income generation strategy is reviewed.

The Trustees have also considered contingency plans to ensure ihAg can continue to operate in a sustainable manner over the coming years.

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis in preparing the financial statements. Further details regarding the adoption of the 'going concern' basis can be found in the Accounting Policies.

b. Principle Sources of Income

ihAg's main source of income is from Contracts with Local Authorities. ihAg is one of the providers of choice of Suffolk County Council for the Housing Related Support (HRS) contract (ending 31 March 2025); and Ipswich Borough Council for the Rough Sleeper Initiative Outreach and In Reach contracts, and National Lottery for the Advice Service. The HRS accommodation also provides ihAg with rental income.

ihAg also received grants from Hopstead and 29th May 1961 Charitable Trust and Albert Hunt Trust to fund the Advice Service, and two Community Grants from Ipswich Borough Council.

c. Other Income

ihAg is fortunate to have a number of supporters who donate money monthly, and some who give on two or three occasions during the year. We are incredibly grateful to everyone who has chosen to donate in this way to the organisation, in particular the Suffolk Building Society and Grimwade Trust.

We are also grateful to the Suffolk Community Foundation and L D Rope Third Charitable Trust, who have both made the application process for small grants simple and straightforward and provide a speedy response to requests.

Special thanks also to local community groups, schools, GP surgeries, churches and businesses who have continued to support us through practical donations; food, clothes, personal hygiene items, all of which have a positive and profound impact.

Ipswich Housing Action Group Limited

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Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

3. Financial review (continued)

d. Reserves Policy

ihAg's reserves policy states:

"The Trustees are committed to ensuring funds that are available to spend on the beneficiaries of the Charity are maximised, whilst retaining sufficient funds to cover current and future liabilities.

The Charity will aim to maintain minimum free reserves equivalent to at least 3 months core expenditure and review the exact amount each year as part of the process for approving the Annual Budget...and maintain designated funds for specific purposes, including the maintenance of ihAg properties, and the ability to grow and develop its support provision. "

e. Designation of Funds and Free Reserves

The Trustees have agreed to maintain designated funds for specific purposes, including the maintenance of ihAg properties and the ability to develop and grow its support provision.

The Maintenance Fund (Sinking Fund) totals £77,293 (2024: £122,935), the Development Fund is at £123,520 (2024: £123,520) and other designated funds at £74,910 (2024: £64,760).

Restricted funds at year end totalled £5,177 (2024: £8,972). The purposes of these funds are detailed in note 18 of these financial statements.

ihAg defines its free reserves as "... that part of its funds which relate to cash that is available to be spent freely on any of ihAg's objects".

Free Reserves total £323,166 (2024: £321,360).

The Chief Executive Officer (CEO) includes agreed spend on development in the annual budget presentation and submits a detailed business case for any additional spending requests during the financial year.

The Trustees have committed to undertake a property refurbishment project in the early part of the new financial year, and initial quotes confirm this will total in the region of £145,000.

f. Material Investment Policy

ihAg holds its reserves in investment accounts and the focus of the Policy is to preserve the security of the funds whilst maximising the returns earned. Comparative interest rates are assessed on a regular basis.

Additionally, ihAg has taken steps to spread its risk by keeping its reserves in a range of institutions.

g. Fundraising Practices

ihAg is registered with the Fundraising Regulator, to ensure good practice in our fundraising activity.

ihAg ran short-term fundraising campaigns via social media throughout the year but held no formal events due to the focus on contract procurement and grant applications.

ihAg did make some direct approaches to local businesses in the lead up to the end of the calendar year, to obtain Charity of the Year status, but was unsuccessful in securing this support.

There have been no complaints regarding our messaging, approaches or campaigns.

4. Plans for Future Developments

ihAg remains committed to providing needs-led, effective services for people living with and at risk of homelessness. The Trustees and Senior Management team have continued to review the demand for services, and the development opportunities which would enable people to recover from their experience of homelessness.

They have agreed that accommodation is an essential route out of homelessness and are committed to developing an effective and sustainable model of support which could be offered to those in need.

Demand at the homelessness Hub has continued to grow, particularly since the building has returned to full day opening. There is a desire to replicate this model of support in other towns around Suffolk, and this will be explored further during the next financial year.

Focus will also be given to ensuring effective support is provided where language is a barrier, whether through specifically sourced resources, or through partnership alignments.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

5. Structure, governance, and management

a. Constitution

The organisation is a charitable company limited by guarantee and was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association, updated August 2024. In the event of the company being wound up members, currently set as the Directors of the company, are required to contribute an amount of not exceeding £1. The charitable company is constituted under a Trust Deed and is a registered charity, number 1107841.

b. Method of Appointment or Election of Directors / Trustees

The Trustees may agree to actively seek new Trustees through recruitment activities, and these will be administered by the Chief Executive Officer of ihAg, and the HR Officer. The Chair will offer to meet with potential new Trustees, to discuss and evaluate their understanding of and suitability for the role of Trustees of the charity, and the degree to which they meet the current needs of the Board in terms of skill, experience, and diversity.

The Board will then consider the appointment and if satisfied, they will co-opt the applicant to the Board until the next Annual general Meeting takes place.

The Trustees of the charity are ex-officio Directors for the purposes of company law. The Memorandum and Articles of Association require a minimum of three Trustees; the maximum number is fifteen. As of 31 March 2025, there are 4 members of the Board. The Memorandum and Articles of Association require that one-third of the membership retire annually. The members to retire are those that have been in office the longest. Retiring members are eligible for re-election, unless they have served a period of 9 years, which is considered the maximum period.

The members of the Board of Directors have the power to co-opt members to the Board; any such members hold office until the next Annual General Meeting when they are eligible to stand for election.

There has been a good response to Trustee recruitment through the year, and an additional 3 Trustees have now been co-opted to the Board; Steven Smith was co-opted on 15 May 2025 and Paula Kerr and Karen Mills were both co-opted on 23 October 2025.

c. Policies adopted for the Induction and training of Directors / Trustees

ihAg has an Induction Policy which relates to all new staff, volunteers, and Trustees, and states "New Trustees will receive an induction period for their first 6 months which includes specific training on the role of being a Trustee, the work of ihAg, and the opportunity to shadow staff within the services". This induction process is organised by the Chair of the Board and the Chief Executive Officer.

d. Organisational structure and decision making

The Board of Directors is legally responsible for the management and control of the charity; the Directors usually meet every two months and hold an Annual General Meeting in accordance with the governing document. They also have the authority to establish Board committees.

The Board of Directors delegates day-to-day responsibility for the management of ihAg to the Chief Executive Officer. Through a Delegation of Authority process, the Chief Executive Officer also delegates some day-to-day decision-making responsibilities to the Service Managers, who alongside the Chief Executive Officer, form the Senior Management Team.

In addition, the Trustees are responsible for agreeing the remuneration package for the Chief Executive Officer and agreeing any subsequent pay review for all ihAg staff.

e. Governance

The Board membership changed during this financial year, with the Chair of the Trustees stepping down in June 2024. The Vice-Chair stepped into the role of Chair from that time and was formally elected as Chair at the AGM in February 2025.

Two other Trustees stepped down at the Annual General Meeting.

Recruitment for new Trustees remained opened throughout the year, and a probationary Trustee joined the Board in October 2024, and was formally elected at the Annual General Meeting in February 2025.

During 2024/25 the Trustees held nine meetings to discuss and review the financial and contractual performance of the services, alongside the Chief Executive Officer's reporting on risk, safeguarding, health and safety and GDPR compliance.

All except one of these meetings were held face-to-face.

f. Related party relationships

None of ihAg's Trustees receive remuneration or other benefit from their work with the charity. Any connection between a Trustee or senior manager of the charity with an entity with which it does business must be disclosed to the full Board of Trustees.

Trustee expenditure for the current year amounted to £925 (2024: £2,092).

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

g. Risk Assessment and Management

The Trustees and CEO have agreed a robust Risk management process for the organisation and the services it provides, which include:

- Annual Risk Register detailing Strategic, Governance, Operational and Financial risks and mitigation
- Central Risk Log
- Business Continuity Plan covering all core functions of the charity
- Service and Activity specific risk assessments and management plans
- Service User risk assessments and management plans

The Trustees assessed the major risks to which the Charity was exposed in 2024/25, and these were identified as:

- Loss of organisational knowledge via loss of staff
- Loss of income
- Increased demand for services

The Senior Management team of ihAg recognised the challenging times faced by the staff team, and the potential for staff turnover to disrupt the delivery of services. Information regarding contracts and grants were shared with the wider team on a regular basis.

The Senior Management team continued to meet weekly to review all risks the Charity faced and consider robust business continuity strategies to ensure the needs of service users were met.

The Board of Trustees and Senior Management team of ihAg maintained regular dialogue to discuss concerns and reviewed these via the organisations Risk Log.

h. Equality, Diversity, and Inclusion

ihAg's Equality and Diversity in the Workplace Policy states:

"ihAg is an equal opportunities employer and actively supports Human Rights, and all Equality legislation and is committed to safeguarding the welfare of people with vulnerabilities. ihAg strives to be an inclusive employer, who values people as individuals, celebrates their differences, and provides support to enable staff to reach their potential in the workplace"

The Board of Trustees and CEO have agreed to proactively review the organisations culture, working practices and policies in relation to Equality, Diversity and Inclusion over the coming 12 months.

The Senior Management team will continue to monitor the diversity of the wider ihAg staff team, to ensure this reflects the changing demographic of the local community.

6. Statement of Trustees' responsibilities

The Trustees (who are also Directors of Ipswich Housing Action Group Limited 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 (FRS102);
- Make judgments and accounting estimates that are reasonable and prudent, and
- 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 in order to 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.

Each of the persons who are Trustees, at the time when this Trustees' Report is approved, has confirmed that:

- so far as the Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- that the Trustee has taken all the steps that they ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2025

7. Auditor

Lovewell Blake were formally appointed as Auditors of ihAg on 27th May 2022.

This report was approved by the Trustees, on 11 December 2025 and signed on their behalf by:

Thomas Jell
Chair

Robert Davison
Vice-Chair

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

Year ended 31 March 2025

Opinion

We have audited the financial statements of Ipswich Housing Action Group Limited (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2025 which comprise Consolidated Statement of Financial Activities (including income and expenditure account), Consolidated and Charity Balance Sheet, Consolidated Statement of Cash Flow and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 group's and parent charitable company's affairs as at 31 March 2025, and of the group's incoming resources and application of resources 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 group and parent 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 group and parent 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.

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 there is 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 annual trustees' annual 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 director's report included within the trustees' annual 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 group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 require us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

Year ended 31 March 2025

Matters on which we are required to report by exception (continued)

- 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 the trustees

As explained more fully in the trustees' responsibilities statement (set out on page 12), the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of 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 group and parent 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 group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance to confirm there are no instances of fraud or non-compliance with laws and regulations.
- Review of disclosures within the financial statements and vouching these to supporting documentation to ensure compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the rationale of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

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

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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

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.

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of

Lovewell Blake LLP

Chartered Accountants & statutory auditor

Bankside 300

Peachman Way

Broadland Business Park

Norwich

NR7 0LB

16 December 2025

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated statement of financial activities (including income and expenditure account)

Year ended 31 March 2025

	Notes	General Funds	Restricted Funds	2025 Total	2024 Total
		£	£	£	£
Income and endowments					
Donations and legacies	5	35,360	2,599	37,959	16,347
Charitable activities	6	715,333	178,503	893,836	984,051
Investment income	7	35,711	-	35,711	38,063
Total income		786,404	181,102	967,506	1,038,461
Expenditure					
Raising funds	8	(140)	-	(140)	-
Charitable activities	9	(819,950)	(184,897)	(1,004,847)	(1,126,506)
Total expenditure		(820,090)	(184,897)	(1,004,987)	(1,126,506)
Net (expenditure) before transfers		(33,686)	(3,795)	(37,481)	(88,045)
Transfers between funds		-	-	-	-
Net (expenditure) and net movement in funds		(33,686)	(3,795)	(37,481)	(88,045)
Reconciliation of funds					
Total funds brought forward		907,575	8,972	916,547	1,004,592
Total funds carried forward	18	873,889	5,177	879,066	916,547

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

The notes set out on pages 19 - 29 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated and Charity Balance Sheet

Year ended 31 March 2025

	Notes	2025 Charity	2025 Group	2024 Charity	2024 Group
		£	£	£	£
Fixed Assets					
Intangible fixed assets	13	-	-	-	-
Tangible fixed assets	14	275,000	275,000	275,000	275,000
		<u>275,000</u>	<u>275,000</u>	<u>275,000</u>	<u>275,000</u>
Current Assets					
Debtors	16	29,044	29,044	59,982	59,982
Cash at bank and in hand		635,690	635,690	672,754	672,754
		<u>664,734</u>	<u>664,734</u>	<u>732,736</u>	<u>732,736</u>
Creditors: amounts falling due within one year	17	(60,668)	(60,668)	(91,189)	(91,189)
		<u>604,066</u>	<u>604,066</u>	<u>641,547</u>	<u>641,547</u>
Net current liabilities					
		<u>879,066</u>	<u>879,066</u>	<u>916,547</u>	<u>916,547</u>
Total assets less current liabilities					
		<u>879,066</u>	<u>879,066</u>	<u>916,547</u>	<u>916,547</u>
Funds of the charity					
Unrestricted funds	19	873,889	873,889	907,575	907,575
Restricted funds	19	5,177	5,177	8,972	8,972
		<u>879,066</u>	<u>879,066</u>	<u>916,547</u>	<u>916,547</u>

During the year, the charity made a deficit of £37,481 (2024: £88,045).

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

These financial statements were approved by the board of trustees and authorised for issue on 11 December 2025 and are signed on behalf of the board by:

Thomas Jell
Chair

Robert Davison
Vice-Chair

Company registration number: 05268499

The notes set out on pages 19 - 29 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated statement of cash flows

Year ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Net cash (used in) operating activities	20	<u>(72,775)</u>	<u>(146,388)</u>
Cash flows from investing activities			
Dividends, interest and rents from investments		35,711	38,063
Net cash provided by investing activities		<u>35,711</u>	<u>38,063</u>
Net decrease in cash and cash equivalents			
Cash and cash equivalents at beginning of year		672,754	781,079
Cash and cash equivalents at end of year	21	<u>635,690</u>	<u>672,754</u>

The notes set out on pages 19 - 29 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements

Year ended 31 March 2025

1 General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales.

The address of the registered office is The Chapman Centre, Black Horse Lane, Ipswich, Suffolk, IP1 2EF.

2 Statement of compliance

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.

3 Accounting policies

(a) Basis of accounting

The financial statements have been prepared on the historical cost basis.

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

(b) Going concern

The Board of Trustees and the Senior Management team have continued to review ihAg's financial position following the decision to exit Suffolk County Council's Housing Related Support Contract. In a bid to reduce expenditure, notice was given on the 5 properties rented from Homegroup, resulting in them being handed back on 31 March 2025.

The Trustees also agreed to sell one of its own properties, due to the extensive repairs it would require to return it to an acceptable condition. Active marketing of the property began in June 2025, and a sale was completed in October 2025.

The CEO has sought to secure additional unrestricted funds from Trusts and Foundations and will continue to do so whilst the income generation strategy is reviewed.

The Trustees have also considered contingency plans to ensure ihAg can continue to operate in a sustainable manner over the coming years.

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis in preparing the financial statements.

(c) Fund accounting

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

Designated funds are unrestricted funds available for use at the discretion of the trustees for a particular future project or

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

(d) Income

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

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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

3 Accounting policies continued

(e) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered under partial exemption, and is reported as part of the expenditure to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities.
- expenditure on charitable activities includes all costs incurred by the group in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the group apportioned to charitable activities.
- governance costs include those costs associated with meeting the constitutional and statutory requirements of the group and include the audit fees and costs linked to the strategic management of the group.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(f) Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis.

(g) Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

(h) Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Website development - 50% straight line

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Amortisation costs in the year are included under Charitable activities.

(i) Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

All new computer equipment is charged directly to the SOFA, as the Trustees consider that it is immediately impaired.

Furniture within the rental properties is replaced as necessary and the Trustees consider this to be revenue expenditure and it is therefore charged direct to the SOFA.

(j) Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Motor vehicles - 20% straight line

Office equipment - 25% straight line

No depreciation is provided in respect of freehold property as, in the opinion of the Trustees the estimated residual value is in excess of the net book value.

(k) Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements

Year ended 31 March 2025

3 Accounting policies continued

(l) Consolidation

The financial statements consolidate the results of the Charity and its wholly owned subsidiary, The Chapman Centre Trust on a line by line basis. A separate Statement of Financial Activities or Income and Expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemption of Section 408 of the Companies Act 2006.

(m) Pensions

The group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the group to the fund in respect of the year.

4 Limited by guarantee

The Charity is a company limited by guarantee. Each member of the Charity undertakes to contribute such an amount (not exceeding £10) as may be required in the event of winding up.

5 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Donations and memberships	35,360	2,599	37,959	16,347	-	16,347
	<u>35,360</u>	<u>2,599</u>	<u>37,959</u>	<u>16,347</u>	<u>-</u>	<u>16,347</u>

6 Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Rent Receivable	404,226	-	404,226	470,090	-	470,090
HRS Funding	310,950	-	310,950	297,084	-	297,084
Ipswich Borough Council Grant	-	54,100	54,100	-	54,100	54,100
Rough Sleeper Initiative	-	60,656	60,656	-	49,862	49,862
Lottery funding for Chapman Centre	-	23,572	23,572	-	104,764	104,764
Other Chapman Centre Funding	-	38,175	38,175	-	7,122	7,122
Other income	157	2,000	2,157	1,029	-	1,029
	<u>715,333</u>	<u>178,503</u>	<u>893,836</u>	<u>768,203</u>	<u>215,848</u>	<u>984,051</u>

Income from charitable activities includes government funding of £416,607 (2024: £401,046).

7 Investment income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Interest received	35,711	-	35,711	38,063	-	38,063
	<u>35,711</u>	<u>-</u>	<u>35,711</u>	<u>38,063</u>	<u>-</u>	<u>38,063</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

8 Costs of other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Fundraising	140	-	140	-	-	-
	<u>140</u>	<u>-</u>	<u>140</u>	<u>-</u>	<u>-</u>	<u>-</u>

9 Expenditure on charitable activities

	Activities undertaken directly £	Support costs £	Total Funds 2025 £	Activities undertaken directly £	Support costs £	Total Funds 2024 £
Provision of housing	470,317	88,777	559,094	617,016	75,238	692,254
Advice services	397,953	47,800	445,753	387,055	47,197	434,252
	<u>868,270</u>	<u>136,577</u>	<u>1,004,847</u>	<u>1,004,071</u>	<u>122,435</u>	<u>1,126,506</u>

Included within provision of housing are bad debt write offs of £10,605 (2024: £18,076).
Of the total expenditure above, restricted expenditure totalled £184,898 (2024: £225,012).

Analysis of support costs

2025	Provision of housing £	Advice services £	Total Funds 2025 £
Training/recruitment	1,698	914	2,612
Office costs	66,692	35,910	102,602
Membership and subscriptions	760	409	1,169
Premises costs	3,366	1,812	5,178
Governance	16,261	8,755	25,016
	<u>88,777</u>	<u>47,800</u>	<u>136,577</u>
2024	Provision of housing £	Advice services £	Total Funds 2024 £
Training/recruitment	1,440	904	2,344
Office costs	55,003	34,504	89,507
Membership and subscriptions	868	544	1,412
Premises costs	2,307	1,447	3,754
Governance	15,620	9,798	25,418
	<u>75,239</u>	<u>47,197</u>	<u>122,435</u>

Analysis of governance costs

	2025 £	2024 £
Auditors remuneration - audit services	17,760	16,032
Auditors remuneration - independent examination of subsidiary	-	-
Other professional costs	6,331	7,294
Trustee expenses	925	2,092
	<u>25,016</u>	<u>25,418</u>

Ipswich Housing Action Group Limited

Company limited by guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

10 Net income

Net income is started after charging	2025	2024
	£	£
Operating leases	<u>136,821</u>	<u>123,977</u>

11 Staff costs

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

	2025	2024
	£	£
Wages and salaries	457,430	542,829
Social security costs	34,776	40,808
Employer contributions to pension plans	<u>31,656</u>	<u>36,618</u>
	<u>523,862</u>	<u>620,255</u>

Wages and salaries include statutory redundancy pay of £nil (2024: £nil).

Throughout the period the group employed the following number of employees on either a full time or part time basis.

	Group	Group
	2025	2024
Charitable activities	17	21
Management and administration staff	3	3
	<u>20</u>	<u>24</u>

No employee received employee benefits of more than £60,000 during the year (2024: None).

Key Management Personnel

The total value of remuneration and benefits received by four members of Key Management Personnel was £165,568 (2024: four members, £163,114).

12 Trustee remuneration and expenses

Trustees received expenses during the year of £925 (2024: £2,092).

13 Intangible Fixed Assets - Group

	Website development £	Total £
Cost		
As at 1 April 2024 and at 31 March 2025	<u>8,982</u>	<u>8,982</u>
Depreciation		
As at 1 April 2024	8,982	8,982
Charge for the period	<u>-</u>	<u>-</u>
As at 31 March 2025	<u>8,982</u>	<u>8,982</u>
Net book value		
As at 31 March 2025	<u>-</u>	<u>-</u>
As at 31 March 2024	<u>-</u>	<u>-</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

14 Tangible Fixed Assets - Group and Charity

	Freehold property £	Motor vehicles £	Office equipment £	Total £
Cost				
As at 1 April 2024 and 31 March 2025	275,000	27,051	4,716	306,767
Depreciation				
As at 1 April 2024	-	27,051	4,716	31,767
Charge for the period	-	-	-	-
As at 31 March 2025	-	27,051	4,716	31,767
Net book value				
As at 31 March 2025	275,000	-	-	275,000
As at 31 March 2024	275,000	-	-	275,000

15 Subsidiary charity

On 25 January 2017, The Chapman Centre Trust (a charitable company, limited by guarantee) was incorporated. The Chapman Centre Trust Company registration number is 10584100 and Charity registration number is 11775598. Ipswich Housing Action Group Limited holds the majority of the voting rights and has the right to appoint or remove a majority of its board of Trustees, therefore The Chapman Centre Trust is considered a subsidiary of Ipswich Housing Action Group Limited. As of the 1 April 2023 the subsidiary was made dormant.

	2025 £	2024 £
Gross income	-	-
Expenditure	-	-
Surplus	-	-
	2025 £	2024 £
Total assets	-	-
Total liabilities	-	-
Total funds	-	-

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

16 Debtors	2025 Charity £	2025 Group £	2024 Charity £	2024 Group £
Trade debtors	15,756	15,756	45,507	45,507
Prepayments and accrued income	13,288	13,288	14,090	14,090
Other debtors	-	-	385	385
	<u>29,044</u>	<u>29,044</u>	<u>59,982</u>	<u>59,982</u>

17 Creditors: Amounts falling due within one year	2025 Charity £	2025 Group £	2024 Charity £	2024 Group £
Trade creditors	21,896	21,896	12,839	12,839
Other taxation and social security	10,154	10,154	11,695	11,695
Accruals and deferred income	24,014	24,014	60,900	60,900
Other creditors	4,604	4,604	5,755	5,755
	<u>60,668</u>	<u>60,668</u>	<u>91,189</u>	<u>91,189</u>

	2025 Charity £	2025 Group £	2024 Charity £	2024 Group £
Deferred income brought forward	37,379	37,379	38,133	38,133
Deferred during the year	-	-	37,379	37,379
Released during the year	(37,379)	(37,379)	(38,133)	(38,133)
Deferred income carried forward	<u>-</u>	<u>-</u>	<u>37,379</u>	<u>37,379</u>

Deferred income comprises contract and grant income received in advance.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

18 Analysis of charitable funds

Year ended 31 March 2025

Unrestricted funds

	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	321,360	775,004	(773,198)	-	323,166
	<u>596,360</u>	<u>775,004</u>	<u>(773,198)</u>	<u>-</u>	<u>598,166</u>
Designated funds					
Maintenance Sinking Fund	122,935	-	(45,642)	-	77,293
Development Fund	123,520	-	-	-	123,520
Specialist Accomodation Fund	-	11,400	-	-	11,400
Other Designated funds	64,760	-	(1,250)	-	63,510
	<u>311,215</u>	<u>11,400</u>	<u>(46,892)</u>	<u>-</u>	<u>275,723</u>
	<u>907,575</u>	<u>786,404</u>	<u>(820,090)</u>	<u>-</u>	<u>873,889</u>
Restricted funds					
Funding for Chapman Centre	-	38,175	(38,175)	-	-
The National Lottery - Community Support Fund	-	23,572	(23,572)	-	-
Redecorating Fund	-	2,000	-	-	2,000
Ipswich Borough Council - Rent fund	-	9,100	(9,100)	-	-
Weekend Opening Funding	6,138	-	(6,138)	-	-
Ipswich Borough Council - Running costs	-	45,000	(45,000)	-	-
Welfare Fund	2,834	2,599	(2,256)	-	3,177
Rough Sleeper Initiative	-	60,656	(60,656)	-	-
	<u>8,972</u>	<u>181,102</u>	<u>(184,897)</u>	<u>-</u>	<u>5,177</u>
Total funds	<u>916,547</u>	<u>967,506</u>	<u>(1,004,987)</u>	<u>-</u>	<u>879,066</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

18 Analysis of charitable funds (continued)

Year ended 31 March 2024

Unrestricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	334,468	822,613	(835,721)	-	321,360
	<u>609,468</u>	<u>822,613</u>	<u>(835,721)</u>	<u>-</u>	<u>596,360</u>
Designated funds					
Maintenance Sinking Fund	177,855	-	(54,920)	-	122,935
Development Fund	134,373	-	(10,853)	-	123,520
Other Designated funds	64,760	-	-	-	64,760
	<u>376,988</u>	<u>-</u>	<u>(65,773)</u>	<u>-</u>	<u>311,215</u>
	<u>986,456</u>	<u>822,613</u>	<u>(901,494)</u>	<u>-</u>	<u>907,575</u>

Restricted funds

Ipswich Locality Homelessness Partnership	3,136	-	(3,136)	-	-
Funding for The Chapman Centre	-	7,122	(7,122)	-	-
The National Lottery - Community Support Fund	-	104,764	(104,764)	-	-
Ipswich Borough Council - Rent fund	-	9,100	(9,100)	-	-
Weekend Opening Funding	15,000	-	(6,028)	-	8,972
Ipswich Borough Council - Running costs	-	45,000	(45,000)	-	-
Rough Sleeper Initiative	-	49,862	(49,862)	-	-
	<u>18,136</u>	<u>215,848</u>	<u>(225,012)</u>	<u>-</u>	<u>8,972</u>

Total funds

	<u>1,004,592</u>	<u>1,038,461</u>	<u>(1,126,506)</u>	<u>-</u>	<u>916,547</u>
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Description of funds

Designated funds

Maintenance Sinking Fund	To cover the costs of cyclical and unexpected repairs and renovation on ihAg property, including vans and tools (where appropriate). Annual amount transferred from general funds to cover future costs.
Development Fund	Fund to support the purchase of new IT, software, equipment etc. which will bring added benefit to ihAg systems or enable the generation of income.
Specialist Accommodation Fund	An individual has been donating to ihAg and we have designated the personal donations to the Specialist Accommodation fund, as this will be used for the running costs of the service within accommodation which may purchased by the charity in the future.
Other Designated funds	Other funds relate to funds set out for operational and working capital requirements determined by the Trustees.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

18 Analysis of charitable funds (continued)

Description of funds (continued)

Restricted funds

Ipswich Locality Homelessness Partnership	Funding for administrator role for this partnership.
Funding for The Chapman Centre	This funding is for The Chapman Centre specifically and is made up mostly of donations in response to the Covid pandemic.
The National Lottery - Community Support Fund	This funding was from the National Lottery, in response to the pandemic, and was to help cover the salaries of those working at The Chapman Centre.
Redecorating Fund	Funding to redecorate the Chapman Centre
Ipswich Borough Council - Rent fund	Funding for The Chapman Centre rent.
Weekend Opening Funding	To fund the weekend opening of The Chapman Centre.
Ipswich Borough Council - Running costs	Funding to cover costs of running The Chapman Centre.
Welfare Fund	This fund is in place to provide money to service users where grant funding can't be sourced or used. This could be for small essential items that service users need such as ID documents, mobile phone or getting keys cut.
Rough Sleeper Initiative	Funding for the provision of Outreach and InReach Support Services for Rough Sleepers

19 Analysis of net assets between funds

As at 31 March 2025

	Unrestricted funds £	Designated funds £	Restricted funds £	Total Funds 2025 £
Tangible fixed assets	275,000	-	-	275,000
Intangible fixed assets	-	-	-	-
Current assets	383,834	275,723	5,177	664,734
Creditors: Amounts falling due within one year	(60,668)	-	-	(60,668)
Net assets	598,166	275,723	5,177	879,066

As at 31 March 2024

	Unrestricted funds £	Designated funds £	Restricted funds £	Total Funds 2024 £
Tangible fixed assets	275,000	-	-	275,000
Intangible fixed assets	-	-	-	-
Current assets	412,549	311,215	8,972	732,736
Creditors: Amounts falling due within one year	(91,189)	-	-	(91,189)
Net assets	596,360	311,215	8,972	916,547

20 Reconciliation of net movement in funds to net cash flow from operation activities.

	Group 2025 £	Group 2024 £
Net (expenditure) for the year per Statement of Financial Activities	(37,481)	(88,045)
Adjustments for:		
Investment income	(35,711)	(38,063)
Decrease in debtors	30,938	8,147
(Decrease) in creditors	(30,521)	(28,427)
Net cash (used in) operating activities	(72,775)	(146,388)

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2025

21 Analysis of cash and cash equivalents

	Group 2025 £	Group 2024 £
Cash at bank and in hand	635,690	672,754
Total cash and cash equivalents	635,690	672,754

22 Analysis of charges in net debt

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	672,754	(37,064)	635,690
	672,754	(37,064)	635,690

23 Operating lease commitments

At 31 March 2025 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Charity 2025 £	Group 2025 £	Charity 2024 £	Group 2024 £
Not later than 1 year	33,350	33,350	33,350	33,350
Later than 1 year but not later than 5 years	54,063	54,063	81,938	81,938
	87,413	87,413	115,288	115,288

24 Related party transactions

There were no related party transactions during the current or prior year.

25 Results of Ipswich Housing Action Group

During the year, the charity made a deficit of £37,481. The charity is not required to produce their own Statement of Financial Activities because of the exemption provision in Section 408 of the Companies Act 2006.

26 Subsequent Events

Following the year end the charity sold the property 258 Cauldwell Hall Road for a value of £177,500.

IPSWICH HOUSING ACTION GROUP LIMITED

England & Wales - Charity number 1107841

Accounts



Ipswich Housing Action Group Limited
Company limited by guarantee
Financial Statements
For the year ended 31 March 2024

Company Registration Number 05268499

Charity Number 1107841

Ipswich Housing Action Group Limited

Company limited by Guarantee

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Year ended 31 March 2024

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Ipswich Housing Action Group Limited

Company limited by guarantee

Trustees' Annual Report

Year ended 31 March 2024

The Trustees, who are also directors for the purposes of company law, present their report and audited consolidated financial statements of the charity and group for the year end 31 March 2024 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and Administrative Details

Registered charity name	Ipswich Housing Action Group Limited
Charity registration number	1107841
Company registration number	05268499
Principal office and registered office	The Chapman Centre Black Horse Lane Ipswich Suffolk IP1 2EF

The trustees

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

Antonia Lancaster (Chair) (resigned 15 June 2024)
Thomas Jell (Acting Chair)
Daniel Bristow (resigned 6 December 2023)
Elaine Webb (resigned 6 December 2023)
Christopher McEwen
Robert Davison (appointed 6 December 2023)
Catherine Bowyer (appointed 6 December 2023)
Jeanette Hunt (appointed 6 December 2023)
Glen Chisholm (appointed 6 December 2023)

Chief Executive Officer and Company secretary Julie Ramsey-Palmer

Auditor Lovewell Blake LLP
Chartered Accountants &
Statutory Auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
Norfolk
NR7 0LB

Bank	The Co-operative Bank plc 9-11 Queen Street Ipswich Suffolk IP1 1SW	Santander UK Plc 2 Triton Square Regent's Place London NW1 3AN
	Saffron Building Society 1a Market Street Saffron Walden Essex CB10 1HZ	CCLA One Angel Lane London EC4R 3AB

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the directors' report) (continued)

Year ended 31 March 2024

1. Objectives and activities

a. Policies and objectives

The principal objects of Ipswich Housing Action Group (ihAg) are set out in its Memorandum and Articles of Association, which states:

"The Charity's objects are to relieve poverty, need and hardship amongst the homeless and amongst those who are living in adverse housing conditions in Ipswich and the surrounding districts by the provision of accommodation and associated amenities".

Public benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

In summary, the aims of our charity are to support people, primarily those who are "non-statutory homeless" to access professional, non-judgemental advice, and guidance to better understand their situation and make informed decisions about their lives; and these fully reflect the purposes that the charity was set up to further.

b. Strategies for achieving objectives

Due to the ongoing impact of the Cost-of-Living Crisis, and the emerging Cost of Housing Crisis, the Executive Board of Trustees approved a One Year Strategic Plan for 2023/24 committing to ihAg's Vision and Mission, and the progression of the three key strategic priorities which had been set for the previous year.

OUR MISSION

To work alongside people living with the experience of homelessness, and those facing the risk of homelessness due to the challenges of everyday life, and to enable them to move through their personal adversity to a place of security in their lives.

OUR VISION

Every person has access to a safe home to call their own, and receive the right support for them, at the right time, to enable them to maintain their home and achieve a level of independency that is right for them.

OUR STRATEGIC PRIORITIES

Needs-led Support Services – the continued provision, review and development of these to meet service user needs

Service User Engagement - Capturing, and amplifying service user voice in meaningful ways

Partnership Working - Strengthening, and increasing our partnership base to become Suffolk wide

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

1. Objectives and activities (continued)

c. Activities undertaken to achieve objectives

ihAg's charitable activities are grounded in evidence-based practice, which has shown that having access to a safe, affordable, and high-quality home is fundamental to people's health and wellbeing. It is also the platform from which a person is best placed to identify and address their other needs.

Our trauma-informed, needs-led advocacy model empowers people to address the root causes of their homelessness and bring about sustainable change to their lives. This enables people to build their own resilience, thus preventing a cycle of homelessness, and reducing the pressure on "crisis" services.

In practice our objectives are achieved by:

- Providing emotional and practical, support, advice and guidance for people sleeping rough on the streets of Ipswich, or those at risk of homelessness, at our Homeless Hub, the Chapman Centre.
- Providing temporary shared housing in Ipswich, with personalised support plans to enable people to address the personal adversity which led them to become homeless and build resilience to enable move on into permanent independent housing.
- Being a proactive partner with other like-minded agencies, to support people experiencing homelessness, and their wider needs.

Our Homelessness Hub has been open 6-days a week (except bank holidays) 9am to 5pm weekdays, and 10am to 2pm on Saturdays and all services are free and open to anyone who is facing or living with homelessness.

Our Advice team have offered a mixture of structured appointments and drop-in sessions to support people who are sleeping rough, are housed in emergency or temporary accommodation, or are facing homelessness due to personal circumstances.

Our Housing Service has offered up to 51 bedspaces, across 14 properties in Ipswich, with the security of up to 18 months of support, to ensure recovery from homelessness.

Our accommodation team have been supporting tenants 5-days a week, with an Out of Hours line available throughout the year for emergency issues.

The Senior Management team worked to achieve the Strategic Priorities through consultation with the staff team, liaison with other local support agencies, and discussion and agreement with the Board.

The safety, responsiveness and effectiveness of services remained a key focus during the year, and staff provided increased opportunities for people using our services to provide feedback on its quality and usefulness.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

2. Achievements and performance

a. Service Delivery

A total of 1,031 people received regular support by the organisation during the year:

- 927 accessed support via the Chapman Centre
- 104 people were supported with accommodation

This figure is significantly lower than the previous year due to the closure of the Housing First service and the Money Advice service.

The Homeless Hub

The Chapman Centre is not only ihAg's headquarters but is the principal property from which services are delivered. It has achieved its status as a Homelessness Hub due to the multi-faceted nature of the services on offer, and the strong partnership relationship ihAg has developed with other key agencies, who collectively work to achieve ihAg's vision.

Our Homelessness Hub offers the essentials we believe everyone has a right to – a warm safe space, access to showers, clean clothes, hot food and drinks, a postal address, access to physical and mental health care, and information and advice.

Advice Team

The advice team offered support via phone, email, and text as well as offering face to face appointments, and offering a weekly drop-in session.

In total 927 people were supported by ihAg advocates, visiting the Hub 7,447 times over the year. Of these, 246 were first-time visitors to the Hub.

General enquires to the services rose significantly, mainly from people facing possible home loss due to financial struggles or landlord "no-fault" evictions.

A total of 65 people were supported to gain access to emergency or temporary accommodation. This number is a lower than the previous year due to a reduction in emergency and temporary accommodation availability in the town, following the closure of some facilities.

Following the success of the "heat hubs" during the previous year, the Hub was once again open for people sleeping rough to stay warm and dry during periods of extreme cold, when the local Severe Weather Protocols were activated. A total of 176 light meals were provided during this time.

In additional, during periods of extreme heat, the Hub remained open for people sleeping rough to escape from the heat of the day, and provided water, reusable water bottles, sun cream and hats.

Weekend Service

The Hub was open on Saturdays to offer support for people who were unable to attend during the week due to work commitments, as well as access to showers, laundry and postal services for people sleeping rough.

191 people attended over the year, and engaged with discussion, games, and lunch.

Outreach

The outreach staff conducted early morning "sweeps" of the town each weekday morning in a bid to find anyone who had bedded down over night, or as a direct response to a Streetlink Alert. Numbers found on any one morning have ranged between 0 and 24.

In total 178 people were found to be sleeping rough on the streets of Ipswich and were offered immediate access to the Hub.

An additional 18 individuals were found bedded down but had chosen not to register for support.

The Hub was open for Breakfast by Invite twice a week throughout the year, specifically for people found on Outreach, and provided 298 breakfasts.

In-Reach

In-reach support was offered to people in emergency or temporary accommodation, who were at risk of being evicted.

25 people were supported to retain their tenancy and resolve the issues which may have led them to becoming homeless.

This number is significantly lower than in the previous year, due to recruitment issues, which are being addressed.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

2. Achievements and performance (continued)

Partnership work

Health Outreach Clinics

Health Outreach nurses accompanied the Outreach staff at least once a week to engage with people sleeping rough and offered health appointments at the Centre at least twice a week.

Staff at the Centre supported the Health Outreach team in identifying and supporting people who were sleeping rough and in emergency accommodation, to access seasonal flu vaccinations, and Covid-19 booster vaccinations.

A specialist Hepatitis C nurse attended the Hub throughout the year, including the weekend sessions, to offer free testing, support and advice.

In addition, Health Outreach offered Breakfast by Invite at their own premises once a week, and Hub staff have supported the attendance of people sleeping rough through proactive promotion of this service, and proactive signposting (i.e. walking them to the provision).

HSBC Bank

ihAg was successful in the application process to become a "trusted partner" of HSBC, which allowed staff to support people to open their No Fixed Abode bank account, a vital facility to ensure people have safe access to statutory benefits, or wages. The Hub was then nominated as the postal address for all documentation relating to the accounts, allowing bank cards, PIN notifications and statements to be sent to people via a safe and secure location.

Turning Point – Substance Use Recovery Service

Staff have established a direct referral route with Turning Point, to enable people using our services to have a "soft" introduction to their service and staff. This approach has worked well in encouraging more people to connect with the service and begin their journey of harm minimisation.

More generally, our relationship building work with other agencies means the Hub has moved towards the "one-stop multiagency" space we had intended, with appointments taking place with local Probation Officers, Local Authority Housing Officers, and Mental Health support.

Housing Services

Accommodation

Our accommodation portfolio consists of 14 properties; 3 owned by the Charity, and the remaining 11 managed by ihAg under lease agreements with other Landlords.

The properties offer a private lockable room, alongside shared kitchen and bathroom facilities, and most have gardens.

Access to ihAg accommodation is subject to people being registered with Suffolk County Council's Housing Related Support (HRS) Gateway.

In total, a total of 104 people were supported in our accommodation during this period.

Staff provided practical support with benefit applications, money management and budgeting, CV writing and job applications. All residents were supported to register with local GP surgeries and address physical and mental health needs. Additional support was provided to engage with the local recovery service, to minimise substance use and reduce physical harm.

The average stay in ihAg properties was 12 months, but the lack of affordable move-on property has meant that many people who left have moved to other shared accommodation, rather than sole occupancy accommodation as they wished for.

ihAg acquired four additional properties on long-term rental agreements from June 2023, with a view to provide move-on accommodation for individuals who had lower support needs. The houses, which are owned by the Local Authority have stood vacant for some years, and a considerable amount of renovation works were required to bring them back into usage.

The renovation programme met a number of issues due to the impact of the Cost-of-Living Crisis on the construction sector (increase in costs of materials and labour, and availability of skilled workforce) and was not completed in the timeframe expected. Works continue into the new financial year.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

2. Achievements and performance (continued)

Other Achievements

In July 2023, the new High Sheriff of Suffolk visited the Centre to gain an understanding of the scale and challenges homelessness can bring to people in Ipswich. He spent the afternoon at the Centre meeting staff and service users and presented the Advice Service with a Certificate of Gratitude and Recognition. He continued to support the work of the Centre through some discrete donations.

ihAg was selected as a corporate partner of Suffolk Building Society, a well-established and trusted financial institute within the County, as part of their Safe Homes Campaign:

[About Us - Suffolk Building Society](#)

Together, we made a short film highlighting the realities of rough sleeping in Ipswich, and the work of the Centre, and this was short-listed for a Smiley Film Award in March 2024;

<https://smileymovement.org/news/suffolk-building-society-are-finalists-in-the-smiley-charity-film-awards>

b. Performance

Staff recorded a total of 23 compliments during the period the majority of these were from people using our services, but some were received by partner agencies who valued our interventions.

A sample of these include:

From service users:

"Thank you all so much for all your help. I couldn't of done it (sic) without you. I will be eternally (sic) grateful."

"The staff here are incredible and really know how to make you feel hopeful again. As soon as I walked through the door I was asked if I was ok, and also about my situation. I was immediately offered a hot drink and some food. The staff let me charge my phone which was incredibly important in my situation. After just a few days of visiting the Centre and feeling like I was part of a loving family, I was housing into emergency shared house. The team here at the Centre are amazing and caring people, and because of them I feel I am bel (sic) to start my new chapter. Thank you ihAg and the Centre".

"I wanted to say thank you. I have been trying to get somewhere for a long time and always hitting a dead end. But you all helped me in less than a week. Keep doing what you're doing; it does make a change".

From Partners:

"they're so lucky to have you here. You are amazing".

"We really appreciate the help and support your team have offered for people during the cold weather period, and in supporting us to identify people for the emergency beds – thank you".

"X fed back to me that he was so grateful for help of your staff - High praise indeed coming from him. Has made real progress and looked and spoke well compared to the last time we had seen him. Well done!"

Case Study:

John, not his real name, arrived at the Hub one afternoon in a taxi. He had just been discharged from hospital having made an attempt on his life. Staff made John a cup of tea and asked how they could help him. He showed them a key, the only item he had on his person, and over the next hour they supported him to describe the building he had been staying at – which turned out to be a local hotel. Staff walked him back to the hotel, where the receptionist recognised him and confirmed he had a room – his personal belongings remained inside. The next morning, John came back to the Hub and was given breakfast. He presented in a clearer frame of mind and disclosed that he had fled his own home due to threats of violence, and had little money left to stay where he was. Staff contacted the Local Authority on his behalf, to make a homeless application and submitted a request for a welfare grant to extend his hotel stay. With his consent, staff contacted the Health Outreach nurses and made an appointment for them to and agreed to a referral for mental health support.

John visited the Hub every day for six weeks. He became more comfortable with staff and shared more of his story. In the seventh week, he was offered temporary accommodation. A week later, he came back to the Hub to see staff. He'd had a haircut, had on new clothes, and freshly shaven.

This is what he told us:

"I lost everything, my home, my mind and my hope. Every day was hard, just trying to stay warm, find food. Nights were longest, so alone. Then, I found you. You gave me warm meals, a safe place and company. You listened, really listened. With your help, I got the confidence to try and move forward. I now have a small home, my very own. Now, I sleep in a warm bed, no more cold ground. I eat good food, not scraps. I smile more, feel strong. You helped me to get more than a home. You gave me back my hope, my happiness. Now, I look forward, one day at a time".

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

2. Achievements and performance (continued)

John's story is not unique. But is it a poignant reminder of the devastating impact homelessness can have on every aspect of a person's life and how, with the right support at the right time, people can begin to move through adversity to security.

c. Strategic Performance

The Senior Management Team continued to meet weekly to oversee and review the day-to-day operations of the organisation and review progress on the strategic priorities.

Needs-led Support Services

The continuing Cost-of-Living Crisis, and the deepening Cost of Housing Crisis have significantly impacted the needs of people seeking support from ihAg services, and where possible we have been responsive to these.

The Advice team recognised that many of the people sleeping rough using the "breakfast by invite" sessions wanted to stay longer at our Homelessness Hub during the unseasonal cold weather, rather than attend other "heat hubs" which were available at other venues. Staff were able to draw on the food donations ihAg received to offer hot food over the lunch period to meet this need.

Similarly, during the unseasonal hot weather, people sleeping rough asked if they could remain at the Homelessness Hub to shield from the heat, Staff were also able to offer cold water and sun cream throughout the day.

The Accommodation service continued to struggle to support people to find suitable move-on accommodation due to lack of social housing, and high rental value of properties in the area.

ihAg's development plans to acquire additional property for move-on finally came to fruition, and three properties were secured in June 2023 and a fourth in August 2023. Renovation plans were drawn up and works began in earnest to bring these properties into usage.

Service User Engagement

A comprehensive Service User Survey was launched during this year to gather structured feedback on our services and seek recommendations for changes and improvements. Former and current service users were consulted, and results showed that people who had already left the service for a short period were less keen to be reminded of their previous circumstances, stating that their progression away from ihAg support was a positive thing.

Overall, respondents felt they had received effective and timely support, from friendly and knowledgeable staff. Suggestions for improvements ranged from the reintroduction of cooked lunches, longer opening hours, provision of activities and social events, to longer periods of time in accommodation, and availability of self-contained property.

The Board of Trustees and Senior Management team are committed to introducing a consistent and continual model of service user engagement in the coming 12 months.

Partnership Working

The Housing Related Support Provider Forum continued to work together to develop effective practices and professional protocols for people living within supported accommodation. Unfortunately, Suffolk County Council announced the redesign of this contract in January 2024, and this has weakened the partnership work of the Forum.

ihAg continued to host the Ipswich Locality Homelessness Partnership for most of this year, before handing arrangements over to Selig Suffolk, another member of the partnership. The new Portfolio Holder of Housing has been less involved than his predecessor, and this has impacted on the group's effectiveness.

Suffolk Building Society have continued to provide financial and media support to ihAg during this year and has encouraged its staff to take part in sponsorship and donation events.

We have been strengthening our work with other existing partners; Health Outreach, Ipswich Borough Council Navigators, Police, Street Rangers, and have revised our information sharing agreements to ensure we are maintaining the highest standards when sharing pertinent information and intelligence about mutual service users, which benefits the support they receive.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

2. Achievements and performance (continued)

Income Generation

Diversification of income remained a priority during this financial year, and applications for small grants to Trusts and Foundations continued throughout the year.

Social media continued to be used to increase the organisation's external profile, and the fundraising campaign over the Christmas period did increase individual giving.

ihAg did make some direct approaches to local community groups and businesses during December 2023 to secure Charity of the Year status and did not receive any complaints regarding the messaging or campaigns.

3. Financial review

Total income for the year amounted to £1,038,461 and total expenditure amounted to £1,126,506, resulting in a net expenditure of £88,045.

a. Going Concern

The Board of Trustees and the Senior Management team have reviewed ihAg's finances following the announcement by Suffolk County Council regarding the redesign of the Housing Related Support Contract and implemented an Operational Plan for the financial year 2024/25.

This focussed on the redesign, restructuring and refinancing of both existing services, and has been reviewed at each Trustee meeting.

At a Trustee Away Day event in August 2024, the progress of the Operational Plan was discussed, and the financial position of the organisation reviewed including the levels and usage of reserves. A further contingency plan was agreed to ensure the sustainability of the most vital ihAg services post April 2025.

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis in preparing the financial statements. Further details regarding the adoption of the 'going concern' basis can be found in the Accounting Policies.

b. Principle Sources of Income

ihAg's main source of income is from Contracts with Local Authorities. ihAg is one of the providers of choice of Suffolk County Council for the Housing Related Support (HRS) contract; and Ipswich Borough Council for the Rough Sleeper Initiative Outreach and In Reach contracts.

The HRS accommodation also provides ihAg with rental income.

ihAg also received the final instalment from Reaching Communities Grant from the Lottery to fund the weekday Advice Service; a Mulberry Trust Grant to fund the weekend Advice Service; and two Community Grants from Ipswich Borough Council.

An application to Hopstead was also successful, and this also contributed to the running costs of the Advice Service.

c. Other Income

ihAg is fortunate to have a number of supporters who donate money monthly, and some who give on two or three occasions during the year. We are incredibly grateful to everyone who has chosen to donate in this way to the organisation.

We are also grateful to the L D Rope Third Charitable Trust, who has made the application process for small grants simple and straightforward and provide a speedy response to requests.

Special thanks also to local community groups, schools, GP surgeries, churches and businesses who have continued to support us through practical donations; food, clothes, personal hygiene items, all of which have a positive and profound impact for local people for are homeless and in poverty.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

3. Financial review (continued)

d. Reserves Policy

ihAg's reserves policy states:

"The Trustees are committed to ensuring funds that are available to spend on the beneficiaries of the Charity are maximised, whilst retaining sufficient funds to cover current and future liabilities.

The charity will aim to maintain minimum free reserves equivalent to at least 3 months core expenditure and review the exact amount each year as part of the process for approving the Annual Budget and maintain designated funds for specific purposes, including the maintenance of ihAg properties, and the ability to grow and develop its support provision."

e. Designation of Funds and Free Reserves

The Trustees have agreed to maintain designated funds for specific purposes, including the maintenance of ihAg properties and the ability to develop and grow its support provision.

The Maintenance Fund (Sinking Fund) totals £122,935 (2023: £177,855), the Development Fund at £123,520 (2023: £134,373) and other designated funds at £64,760 (2023: £64,760).

Restricted funds at year end totalled £8,972 (2023: £18,136). The purposes of these funds are detailed in note 18 of these financial statements.

ihAg defines its free reserves as "the part of its funds which relate to cash that is available to be spent freely on any of ihAg's objects".

Free Reserves total £321,360 (2023: £334,468).

The Chief Executive Officer (CEO) includes agreed spend on development in the annual budget presentation and submits a detailed business case for any additional spending requests during the financial year.

f. Material Investment Policy

ihAg holds its reserves in investment accounts and the focus of the Policy is to preserve the security of the funds whilst maximising the returns earned. Comparative interest rates are assessed on a regular basis.

Additionally, ihAg has taken steps to spread its risk by keeping its reserves in a range of institutions.

g. Fundraising Practices

ihAg is registered with the Fundraising Regulator, to ensure good practice in our fundraising activity.

ihAg ran short-term fundraising campaigns via social media throughout the year but held no formal events due to the focus on contract procurement and grant applications.

ihAg did make some direct approaches to local businesses in the lead up to the end of the calendar year, to obtain Charity of the Year status, but was unsuccessful in securing this support.

There have been no complaints regarding our messaging, approaches or campaigns.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

4. Plans for Future Developments

Following a Trustee review of the Memorandum of Articles, it was agreed to adopt the Charity Commissions revised model of Articles of Association and amend the Charity's Objects to increase the geographic area from Ipswich to Suffolk.

This proposal was submitted to the Charity Commission on 7th December 2023, and approval was received on 6th June 2024. A Special Resolution has been passed by the Trustees to adopt this change and this has been submitted to Companies House.

The Trustees have agreed to implement an Operational Plan for 2024/25 which will reshape ihAg and bring about longer-term stability.

- Re-model the Advice Service to clearly define its purpose, outcomes and impact
- Secure funds to continue providing the current level of staffing within the Advice Service
- Develop an Exit Strategy for HRS decommission
- Develop an ihAg model of Supported Accommodation
- Secure funds for Housing staffing costs for 2025-26
- Update the Income Generation Strategy for 2025-26
- Develop a Marketing Strategy for 2025-26, including rebrand, refresh of website, social media channels and promotional materials
- Develop a Strategic Plan for 2025-28

A number of these objectives have already been completed, and the tasks remain within the anticipated timeframe.

5. Structure, governance, and management

a. Constitution

The organisation is a charitable company limited by guarantee and was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members, currently set as the Directors of the company, are required to contribute an amount of not exceeding £1. The charitable company is constituted under a Trust Deed and is a registered charity, number 1107841.

b. Method of Appointment or Election of Trustees

The Trustees may agree to actively seek new Trustees through recruitment activities, and these will be administered by the Chief Executive Officer of ihAg, and the HR Officer. The Chair will offer to meet with potential new Trustees, to discuss and evaluate their understanding of and suitability for the role of Trustee of the charity, and the degree to which they meet the current needs of the Board in terms of skill, experience, and diversity.

The Board will then consider the appointment and if satisfied, they will co-opt the applicant to the Board until the next Annual general Meeting takes place.

The Trustees of the charity are ex officio Directors for the purpose of company law. The Memorandum and Articles of Association require a minimum of three Trustees; the maximum number is fifteen. As of 31 March 2024, there are 7 members of the Board. The Memorandum and Articles of Association require that one-third of the membership retire annually. The members to retire are those that have been in office the longest. Retiring members are eligible for re-election, unless they have served a period of 9 years, which is considered the maximum period. The members of the Board of Trustees have the power to co-opt members to the Board; any such members hold office until the next Annual General Meeting when they are eligible to stand for election.

c. Policies adopted for the Induction and training of Trustees

ihAg has an Induction Policy which relates to all new staff, volunteers, and Trustees, and states "New Trustees will receive an induction period for their first 6 months which includes specific training on the role of being a Trustee, the work of ihAg, and the opportunity to shadow staff within the services." This induction process is organised by the Chair of the Board and the Chief Executive Officer.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

5. Structure, governance, and management (continued)

d. Organisational structure, decision making and key management personnel remuneration

The Board of Trustees is legally responsible for the management and control of the charity; the Trustees usually meet every two months and hold an Annual General Meeting in accordance with the governing document. They also have the authority to establish Board committees.

The Board of Trustees delegates day-to-day responsibility for the management of ihAg to the Chief Executive Officer. Through a Delegation of Authority process, the Chief Executive Officer also delegates some day-to-day decision-making responsibilities to the Service Managers, who alongside the Chief Executive Officer, form the Senior Management Team.

In addition, the Trustees are responsible for agreeing the remuneration package for the Chief Executive Officer and agreeing any subsequent pay review for all ihAg staff.

e. Governance

The Board membership changed during this financial year, with two Trustees stepping down at the Annual General Meeting at the beginning of December 2023.

Recruitment for new Trustees remained opened throughout the year, and a probationary Trustee joined the Board in May 2023, and three further Trustees joining in August 2023. All four were formally elected at the Annual General Meeting in December 2023.

Following the Governance Review which began in January 2023, the Trustees approved amendments to the Articles of Association, and these were submitted to the Charity Commission for consideration in December 2023 and approved in June 2024.

During 2023/24 the Trustees held full Executive meetings every other month, and at the end of each quarter they reviewed the financial and contractual performance of the services, alongside the Chief Executive Officer's reporting on risk, safeguarding, health and safety and GDPR compliance.

All meetings have been face-to-face.

f. Related party relationships

None of ihAg's Trustees receive remuneration from their work with the charity. Any connection between a Trustee or senior manager of the charity with an entity with which it does business must be disclosed to the full Board of Trustees.

Trustee expenditure for the current year amounted to £2,092 (2023: Nil).

On 25 January 2017, The Chapman Centre Trust (a charitable company, limited by guarantee) was incorporated. The Chapman Centre Trust Company registration number is 10584100 and Charity registration number is 11775598. Ipswich Housing Action Group Limited holds the majority of the voting rights and has the right to appoint or remove a majority of its board of Trustees, therefore The Chapman Centre Trust is considered a subsidiary of Ipswich Housing Action Group Limited. As of the 1 April 2023 the subsidiary was made dormant.

g. Risk Assessment and Management

The Trustees and CEO have agreed a robust Risk management process for the organisation and the services it provides, which

- Annual Risk Register detailing Strategic, Governance, Operational and Financial risks and mitigation
- Central Risk Log
- Business Continuity Plan covering all core functions of the charity
- Service and Activity specific risk assessments and management plans
- Service User risk assessments and management plans

The Trustees assessed the major risks to which the Charity was exposed in 2023/24, and these were identified as:

- Loss of staff
- Loss of contracts
- Income generation opportunities

The Senior Management team of ihAg recognised the challenging times faced by the staff team, and the potential for staff turnover to disrupt the delivery of services. Information regarding contracts and grants were shared with the wider team on a regular basis.

The Senior Management team continued to meet weekly to review all risks the Charity faced and consider robust business continuity strategies to ensure the needs of service users were met.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2024

5. Structure, governance, and management (continued)

g. Risk Assessment and Management (continued)

The Board of Trustees and Senior Management team of ihAg maintained regular dialogue to discuss concerns and reviewed these via the organisations Risk Log.

h. Equality, Diversity, and Inclusion

ihAg's Equality and Diversity in the Workplace Policy states:

"ihAg is an equal opportunities employer and actively supports Human Rights, and all Equality legislation and is committed to safeguarding the welfare of people with vulnerabilities. ihAg strives to be an inclusive employer, who values people as individuals, celebrates their differences, and provides support to enable staff to reach their potential in the workplace".

The Board of Trustees and CEO have agreed to proactively review the organisations culture, working practices and policies in relation to Equality, Diversity and Inclusion over the coming 12 months.

A small Task and Finish Group was established, with a membership of three Trustees and the Senior Management team. An Action Plan was agreed to drive forward this important piece of work, and some progress has been made on revising policies and securing training for the wider staff team. This continues into the new financial year.

The Senior Management team will continue to monitor the diversity of the wider ihAg staff team, to ensure this reflects the changing demographic of the local community.

6. Statement of Trustees' responsibilities

The Trustees (who are also Directors of Ipswich Housing Action Group Limited 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 (FRS102);
- Make judgments and accounting estimates that are reasonable and prudent, and
- 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 in order to 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.

Each of the persons who are Trustees, at the time when this Trustees' Report is approved, has confirmed that:

- so far as the Trustee is aware, there is no relevant audit information of which the charitable company's auditor is unaware; and
- that the Trustee has taken all the steps that they ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information.

7. Auditor

Lovewell Blake were formally appointed as Auditors of ihAg on 27th May 2022.

This report was approved by the Trustees, on 16 December 2024 and signed on their behalf by:

Thomas Jell
Acting Chair

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

Year ended 31 March 2024

Opinion

We have audited the financial statements of Ipswich Housing Action Group Limited (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2024 which comprise Consolidated Statement of Financial Activities (including income and expenditure account), Consolidated and Charity Balance Sheet, Consolidated Statement of Cash Flow and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 group's and parent charitable company's affairs as at 31 March 2024, and of the group's incoming resources and application of resources 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 group and parent 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 group and parent 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.

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 there is 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 annual trustees' annual 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 director's report included within the trustees' annual 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 group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 require us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

Year ended 31 March 2024

Matters on which we are required to report by exception (continued)

- 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 the trustees

As explained more fully in the trustees' responsibilities statement (set out on page 12), the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of 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 group and parent 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 group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance to confirm there are no instances of fraud or non-compliance with laws and regulations.
- Review of disclosures within the financial statements and vouching these to supporting documentation to ensure compliance with applicable laws and regulations.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the rationale of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

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

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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

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.

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered Accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

17 December 2024

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated statement of financial activities (including income and expenditure account)

Year ended 31 March 2024

	Notes	General Funds	Restricted Funds	2024 Total	2023 Total
		£	£	£	£
Income and endowments					
Donations and legacies	5	16,347	-	16,347	26,264
Charitable activities	6	818,065	165,986	984,051	1,064,974
Investment income	7	38,063	-	38,063	15,825
Total income		872,475	165,986	1,038,461	1,107,063
Expenditure					
Raising funds	8	-	-	-	(543)
Charitable activities	9	(951,356)	(175,150)	(1,126,506)	(1,168,980)
Total expenditure		(951,356)	(175,150)	(1,126,506)	(1,169,523)
Net (expenditure) before transfers		(78,881)	(9,164)	(88,045)	(62,461)
Transfers between funds		-	-	-	-
Net (expenditure) and net movement in funds		(78,881)	(9,164)	(88,045)	(62,461)
Reconciliation of funds					
Total funds brought forward		986,456	18,136	1,004,591	1,067,052
Total funds carried forward	18	907,575	8,972	916,546	1,004,591

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

The notes set out on pages 19 - 29 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated and Charity Balance Sheet

Year ended 31 March 2024

	Notes	2024 Charity	2024 Group	2023 Charity	2023 Group
		£	£	£	£
Fixed Assets					
Intangible fixed assets	13	-	-	-	-
Tangible fixed assets	14	275,000	275,000	275,000	275,000
		<hr/>	<hr/>	<hr/>	<hr/>
		275,000	275,000	275,000	275,000
Current Assets					
Debtors	16	59,982	59,982	110,746	68,129
Cash at bank and in hand		672,754	672,754	735,312	781,079
		<hr/>	<hr/>	<hr/>	<hr/>
		732,736	732,736	846,058	849,208
Creditors: amounts falling due within one year					
	17	(91,189)	(91,189)	(116,466)	(119,616)
		<hr/>	<hr/>	<hr/>	<hr/>
Net current liabilities		641,547	641,547	729,592	729,592
		<hr/>	<hr/>	<hr/>	<hr/>
Total assets less current liabilities		<u>916,547</u>	<u>916,547</u>	<u>1,004,592</u>	<u>1,004,592</u>
Funds of the charity					
Unrestricted funds	18	907,575	907,575	986,456	986,456
Restricted funds	18	8,972	8,972	18,136	18,136
		<hr/>	<hr/>	<hr/>	<hr/>
Total charity funds		<u>916,547</u>	<u>916,547</u>	<u>1,004,592</u>	<u>1,004,592</u>

During the year, the charity made a deficit of £88,045 (2023: £14,893).

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

These financial statements were approved by the board of trustees and authorised for issue on 16 December 2024 and are signed on behalf of the board by:

Thomas Jell
Acting Chair

Christopher McEwen
Trustee

Company registration number: 05268499

The notes set out on pages 19 - 29 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated statement of cash flows

Year ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Net cash (used in) operating activities	20	<u>(146,388)</u>	<u>(96,523)</u>
Cash flows from investing activities			
Dividends, interest and rents from investments		38,063	15,825
Net cash provided by investing activities		<u>38,063</u>	<u>15,825</u>
Net decrease in cash and cash equivalents			
Cash and cash equivalents at beginning of year			
		781,079	861,776
Cash and cash equivalents at end of year	21	<u>672,754</u>	<u>781,079</u>

The notes set out on pages 19 - 29 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements

Year ended 31 March 2024

1 General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales.

The address of the registered office is The Chapman Centre, Black Horse Lane, Ipswich, Suffolk, IP1 2EF.

2 Statement of compliance

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.

3 Accounting policies

(a) Basis of accounting

The financial statements have been prepared on the historical cost basis.

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

(b) Going concern

The Board of Trustees and the Senior Management team have reviewed ihAg's finances following the announcement by Suffolk County Council regarding the redesign of the Housing Related Support Contract and implemented an Operational Plan for the financial year 2024/25.

This focussed on the redesign, restructuring and refinancing of both existing services, and has been reviewed at each Trustee meeting.

At a Trustee Away Day event in August 2024, the progress of the Operational Plan was discussed, and the financial position of the organisation reviewed including the levels and usage of reserves. A further contingency plan was agreed to ensure the sustainability of the most vital ihAg services post April 2025.

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis in preparing the financial statements.

(c) Fund accounting

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

Designated funds are unrestricted funds available for use at the discretion of the trustees for a particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

(d) Income

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

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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

3 Accounting policies continued

(e) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered under partial exemption, and is reported as part of the expenditure to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities.
- expenditure on charitable activities includes all costs incurred by the group in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the group apportioned to charitable activities.
- governance costs include those costs associated with meeting the constitutional and statutory requirements of the group and include the audit fees and costs linked to the strategic management of the group.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(f) Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis.

(g) Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

(h) Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Website development - 50% straight line

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Amortisation costs in the year are included under Charitable activities.

(i) Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

All new computer equipment is charged directly to the SOFA, as the Trustees consider that it is immediately impaired.

Furniture within the rental properties is replaced as necessary and the Trustees consider this to be revenue expenditure and it is therefore charged direct to the SOFA.

(j) Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Motor vehicles - 20% straight line

Office equipment - 25% straight line

No depreciation is provided in respect of freehold property as, in the opinion of the Trustees the estimated residual value is in excess of the net book value.

(k) Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements

Year ended 31 March 2024

3 Accounting policies continued

(l) Redundancy

Where an obligation to make a redundancy or termination payment exists, the costs incurred by the charity are accounted for on an accruals basis and included wages and salaries.

(m) Consolidation

The financial statements consolidate the results of the Charity and its wholly owned subsidiary, The Chapman Centre Trust on a line by line basis. A separate Statement of Financial Activities or Income and Expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemption of Section 408 of the Companies Act 2006.

(n) Pensions

The group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the group to the fund in respect of the year.

4 Limited by guarantee

The Charity is a company limited by guarantee. Each member of the Charity undertakes to contribute such an amount (not exceeding £10) as may be required in the event of winding up.

5 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations and memberships	16,347	-	16,347	26,264	-	26,264
	<u>16,347</u>	<u>-</u>	<u>16,347</u>	<u>26,264</u>	<u>-</u>	<u>26,264</u>

6 Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Rent Receivable	470,090	-	470,090	424,176	-	424,176
HRS Funding	297,084	-	297,084	266,374	-	266,374
Housing First	-	-	-	34,006	-	34,006
Ipswich Borough Council Grant	-	54,100	54,100	-	-	-
Rough Sleeper Initiative	49,862	-	49,862	68,012	-	68,012
Money advice project	-	-	-	-	38,850	38,850
Lottery funding for Chapman Centre	-	104,764	104,764	-	144,050	144,050
Other Chapman Centre Funding	-	7,122	7,122	-	86,454	86,454
Other income	1,029	-	1,029	3,052	-	3,052
	<u>818,065</u>	<u>165,986</u>	<u>984,051</u>	<u>795,620</u>	<u>269,354</u>	<u>1,064,974</u>

Income from charitable activities includes government funding of £401,046 (2023: £429,116).

7 Investment income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Interest received	38,063	-	38,063	15,825	-	15,825
	<u>38,063</u>	<u>-</u>	<u>38,063</u>	<u>15,825</u>	<u>-</u>	<u>15,825</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

8 Costs of other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Fundraising	-	-	-	-	-	-
Tenant participation	-	-	-	3	-	3
Welfare costs	-	-	-	540	-	540
	-	-	-	543	-	543

9 Expenditure on charitable activities

	Activities undertaken directly £	Support costs £	Total Funds 2024 £	Activities undertaken directly £	Support costs £	Total Funds 2023 £
Provision of housing	617,016	75,238	692,254	476,082	120,409	596,491
Advice services	387,055	47,197	434,252	250,190	34,257	284,447
Money advice services	-	-	-	260,033	28,009	288,042
	1,004,071	122,435	1,126,506	986,305	182,675	1,168,980

Included within provision of housing are bad debt write offs of £18,076 (2023: £8,653).

Of the total expenditure above, restricted expenditure totalled £286,633 (2023: £286,633).

Analysis of support costs

2024	Provision of housing £	Advice services £	Money advice services £	Total Funds 2024 £
Training/recruitment	1,440	904	-	2,344
Office costs	55,003	34,504	-	89,507
Membership and subscriptions	868	544	-	1,412
Premises costs	2,307	1,447	-	3,754
Governance	15,620	9,798	-	25,418
	75,238	47,197	-	122,435

2023	Provision of housing £	Advice services £	Money advice services £	Total Funds 2023 £
Training/recruitment	7,378	-	-	7,378
Office costs	75,444	34,257	28,009	137,710
Membership and subscriptions	2,174	-	-	2,174
Premises costs	6,677	-	-	6,677
Governance	28,736	-	-	28,736
	120,409	34,257	28,009	182,675

Analysis of governance costs

	2024 £	2023 £
Auditors remuneration - audit services	16,032	13,734
Auditors remuneration - independent examination of subsidiary	-	3,150
Other professional costs	7,294	10,998
Trustee expenses	2,092	854
	25,418	28,736

Ipswich Housing Action Group Limited

Company limited by guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

10 Net income

Net income is started after charging

	2024	2023
	£	£
Operating leases	123,977	114,679

11 Staff costs

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

	2024	2023
	£	£
Wages and salaries	542,829	619,299
Social security costs	40,808	46,048
Employer contributions to pension plans	36,618	37,445
	<u>620,255</u>	<u>702,792</u>

Wages and salaries include statutory redundancy pay of £nil (2023: £14,784).

Throughout the period the group employed the following number of employees on either a full time or part time basis.

	Group 2024	Group 2023
Charitable activities	21	23
Management and administration staff	3	3
	<u>24</u>	<u>26</u>

No employee received employee benefits of more than £60,000 during the year (2023: None).

Key Management Personnel

The total value of remuneration and benefits received by four members of Key Management Personnel was £163,114 (2023: four members, £163,259).

12 Trustee remuneration and expenses

Trustees received expenses during the year of £2,092 (2023: £Nil).

13 Intangible Fixed Assets - Group

	Website development £	Total £
Cost		
As at 1 April 2023 and at 31 March 2024	<u>8,982</u>	<u>8,982</u>
Depreciation		
As at 1 April 2023	8,982	8,982
Charge for the period	<u>-</u>	<u>-</u>
As at 31 March 2024	<u>8,982</u>	<u>8,982</u>
Net book value		
As at 31 March 2024	<u>-</u>	<u>-</u>
As at 31 March 2023	<u>-</u>	<u>-</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

14 Tangible Fixed Assets - Group and Charity

	Freehold property £	Motor vehicles £	Office equipment £	Total £
Cost				
As at 1 April 2023 and 31 March 2024	275,000	27,051	4,716	306,767
Depreciation				
As at 1 April 2023	-	27,051	4,716	31,767
Charge for the period	-	-	-	-
As at 1 April 2024	-	27,051	4,716	31,767
Net book value				
As at 31 March 2024	275,000	-	-	275,000
As at 31 March 2023	275,000	-	-	275,000

15 Subsidiary charity

On 25 January 2017, The Chapman Centre Trust (a charitable company, limited by guarantee) was incorporated. The Chapman Centre Trust Company registration number is 10584100 and Charity registration number is 11775598. Ipswich Housing Action Group Limited holds the majority of the voting rights and has the right to appoint or remove a majority of its board of Trustees, therefore The Chapman Centre Trust is considered a subsidiary of Ipswich Housing Action Group Limited. As of the 1 April 2023 the subsidiary was made dormant.

	2024 £	2023 £
Gross income	-	47,620
Expenditure	-	(95,187)
Surplus	-	(47,567)
	2024 £	2023 £
Total assets	-	45,767
Total liabilities	-	(45,767)
Total funds	-	-

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

16 Debtors	2024 Charity £	2024 Group £	2023 Charity £	2023 Group £
Trade debtors	45,507	45,507	36,490	36,490
Prepayments and accrued income	14,090	14,090	26,539	26,539
Other debtors	385	385	5,100	5,100
Amounts due from group undertakings	-	-	42,617	-
	<u>59,982</u>	<u>59,982</u>	<u>110,746</u>	<u>68,129</u>

17 Creditors: Amounts falling due within one year	2024 Charity £	2024 Group £	2023 Charity £	2023 Group £
Trade creditors	12,839	12,839	10,148	10,148
Other taxation and social security	11,695	11,695	13,714	13,714
Accruals and deferred income	60,900	60,900	86,182	89,332
Other creditors	5,755	5,755	6,422	6,422
	<u>91,189</u>	<u>91,189</u>	<u>116,466</u>	<u>119,616</u>

	2024 Charity £	2024 Group £	2023 Charity £	2023 Group £
Deferred income brought forward	38,133	38,133	75,436	80,516
Deferred during the year	37,379	37,379	38,133	38,133
Released during the year	(38,133)	(38,133)	(75,436)	(80,516)
Deferred income carried forward	<u>37,379</u>	<u>37,379</u>	<u>38,133</u>	<u>38,133</u>

Deferred income comprises contract and grant income received in advance.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

18 Analysis of charitable funds

Year ended 31 March 2024

Unrestricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	334,468	872,475	(885,583)	-	321,360
	<u>609,468</u>	<u>872,475</u>	<u>(885,583)</u>	<u>-</u>	<u>596,360</u>
Designated funds					
Maintenance Sinking Fund	177,855	-	(54,920)	-	122,935
Development Fund	134,373	-	(10,853)	-	123,520
Other Designated funds	64,760	-	-	-	64,760
	<u>376,988</u>	<u>-</u>	<u>(65,773)</u>	<u>-</u>	<u>311,215</u>
	<u>986,456</u>	<u>872,475</u>	<u>(951,356)</u>	<u>-</u>	<u>907,575</u>
Restricted funds					
Ipswich Locality Homelessness Partnership	3,136	-	(3,136)	-	-
Funding for Chapman Centre	-	7,122	(7,122)	-	-
The National Lottery - Community Support Fund	-	104,764	(104,764)	-	-
Money advice project	-	-	-	-	-
Ipswich Borough Council - Rent fund	-	9,100	(9,100)	-	-
Weekend Opening Funding	15,000	-	(6,028)	-	8,972
Ipswich Borough Council - Running costs	-	45,000	(45,000)	-	-
Community Dental Services	-	-	-	-	-
	<u>18,136</u>	<u>165,986</u>	<u>(175,150)</u>	<u>-</u>	<u>8,972</u>
Total funds	<u>1,004,592</u>	<u>1,038,461</u>	<u>(1,126,506)</u>	<u>-</u>	<u>916,547</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

18 Analysis of charitable funds (continued)

Year ended 31 March 2023

Unrestricted funds

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	319,834	837,709	(809,248)	(13,827)	334,468
	<u>594,834</u>	<u>837,709</u>	<u>(809,248)</u>	<u>(13,827)</u>	<u>609,468</u>
Designated funds					
Maintenance Sinking Fund	169,819	-	(1,964)	10,000	177,855
Development Fund	134,373	-	-	-	134,373
Office Rent Fund	11,052	-	(11,052)	-	-
Other Designated funds	125,386	-	(60,626)	-	64,760
	<u>440,630</u>	<u>-</u>	<u>(73,642)</u>	<u>10,000</u>	<u>376,988</u>
	<u>1,035,464</u>	<u>837,709</u>	<u>(882,890)</u>	<u>(3,827)</u>	<u>986,456</u>
Restricted funds					
Ipswich Locality Homelessness Partnership	7,701	-	(4,565)	-	3,136
Funding for The Chapman Centre	-	14,734	(14,734)	-	-
The National Lottery - Community Support Fund	-	144,050	(144,050)	-	-
Money advice project	-	38,850	(38,850)	-	-
Ipswich Borough Council - Rent fund	-	9,100	(9,100)	-	-
Weekend Opening Funding	10,492	15,000	(13,326)	2,834	15,000
Ipswich Borough Council - Running costs	13,395	40,000	(54,388)	993	-
Community Dental Services	-	7,620	(7,620)	-	-
	<u>31,588</u>	<u>269,354</u>	<u>(286,633)</u>	<u>3,827</u>	<u>18,136</u>
Total funds	<u>1,067,052</u>	<u>1,107,063</u>	<u>(1,169,523)</u>	<u>-</u>	<u>1,004,592</u>

Description of funds

Designated funds

Maintenance Sinking Fund	To cover the costs of cyclical and unexpected repairs and renovation on ihAg property, including vans and tools (where appropriate). Annual amount transferred from general funds to cover future costs.
Development Fund	Fund to support the purchase of new IT, software, equipment etc. which will bring added benefit to ihAg systems or enable the generation of income.
Office Rent Fund	This fund was place to be able to cover the office rent for the remainder of the lease (6 months to September 2022) at Carr Street.
Other Designated funds	Other funds relate to funds set out for operational and working capital requirements determined by the Trustees.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

18 Analysis of charitable funds (continued)

Description of funds (continued)

Restricted funds

Ipswich Locality Homelessness Partnership	Funding for administrator role for this
Funding for The Chapman Centre	This funding is for The Chapman Centre specifically and is made up mostly of donations in response to the Covid pandemic.
The National Lottery - Community Support Fund	This funding was from the National Lottery, in response to the pandemic, and was to help cover the salaries of those working at The Chapman Centre.
Money advice project	Funding to provide money advice service for those in need.
Ipswich Borough Council - Rent fund	Funding for The Chapman Centre rent.
Weekend Opening Funding	To fund the weekend opening of The Chapman Centre.
Ipswich Borough Council - Running costs	Funding to cover costs of running The Chapman Centre.

19 Analysis of net assets between funds

As at 31 March 2024

	Unrestricted funds	Designated funds	Restricted funds	Total Funds 2024
	£	£	£	£
Tangible fixed assets	275,000	-	-	275,000
Intangible fixed assets	-	-	-	-
Current assets	412,549	311,215	8,972	732,736
Creditors: Amounts falling due within one year	(91,189)	-	-	(91,189)
Net assets	596,360	311,215	8,972	916,547

As at 31 March 2023

	Unrestricted funds	Designated funds	Restricted funds	Total Funds 2023
	£	£	£	£
Tangible fixed assets	275,000	-	-	275,000
Intangible fixed assets	-	-	-	-
Current assets	454,084	376,988	18,136	849,208
Creditors: Amounts falling due within one year	(119,616)	-	-	(119,616)
Net assets	609,468	376,988	18,136	1,004,592

20 Reconciliation of net movement in funds to net cash flow from operation activities.

	Group 2024	Group 2023
	£	£
Net (expenditure) for the year per Statement of Financial Activities	(88,045)	(62,461)
Adjustments for:		
Dividends, interest and rent from investments	(38,063)	(15,825)
Decrease in debtors	8,147	2,241
(Decrease) in creditors	(28,427)	(20,478)
Net cash (used in) operating activities	(146,388)	(96,523)

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2024

21 Analysis of cash and cash equivalents

	Group 2024 £	Group 2023 £
Cash at bank and in hand	672,754	781,079
Total cash and cash equivalents	672,754	781,079

22 Analysis of charges in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	781,079	(108,325)	672,754
	781,079	(108,325)	672,754

23 Operating lease commitments

At 31 March 2024 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Charity 2024 £	Group 2024 £	Charity 2023 £	Group 2023 £
Not later than 1 year	33,350	33,350	16,850	16,850
Later than 1 year but not later than 5 years	81,938	81,938	20,475	20,475
	115,288	115,288	37,325	37,325

24 Related party transactions

Salary costs of £Nil (2023: £9,975) were recharged to The Chapman Centre Trust from Ipswich Housing Action Group.

A management charge of £Nil (2023: £1,734) was recharged from Ipswich Housing Action Group Limited to The Chapman Centre Trust.

At the year end Ipswich Housing Action Group Limited was owed £Nil by The Chapman Centre Trust (2023: £42,617 owed by The Chapman Centre Trust to Ipswich Housing Action Group).

25 Results of Ipswich Housing Action Group

During the year, the charity made a deficit of £88,045. The charity is not required to produce their own Statement of Financial Activities because of the exemption provision in Section 408 of the Companies Act 2006.

IPSWICH HOUSING ACTION GROUP LIMITED

England & Wales - Charity number 1107841

Accounts



Ipswich Housing Action Group Limited
Company limited by guarantee
Financial Statements
For the year ended 31 March 2023

Company Registration Number 05268499

Charity Number 1107841

Ipswich Housing Action Group Limited

Company limited by Guarantee

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Ipswich Housing Action Group Limited

Company limited by guarantee

Trustees' Annual Report

Year ended 31 March 2023

The Trustees, who are also directors for the purposes of company law, present their report and audited consolidated financial statements of the charity and group for the year end 31 March 2023 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and Administrative Details

Registered charity name Ipswich Housing Action Group Limited

Charity registration number 1107841

Company registration number 05268499

Principal office and registered office
The Chapman Centre
Black Horse Lane
Ipswich
Suffolk
IP1 2EF

The trustees

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

Antonia Lancaster (Chair)
Thomas Jell (Vice Chair)
Gemma Bloomfield (resigned 23 March 2023)
Daniel Bristow
Jeremy Hennell James (resigned 23 March 2023)
Christopher McEwen
Elaine Webb

Chief Executive Officer and Company secretary Julie Ramsey-Palmer

Auditor
Lovewell Blake LLP
Chartered Accountants &
Statutory Auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
Norfolk
NR7 0LB

Bank

The Co-operative Bank plc 9-11 Queen Street Ipswich Suffolk IP1 1SW	Santander UK Plc 2 Triton Square Regent's Place London NW1 3AN
Saffron Building Society 1a Market Street Saffron Walden Essex CB10 1HZ	CCLA One Angel Lane London EC4R 3AB

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the directors' report) (continued)

Year ended 31 March 2023

Objectives and activities

a. Policies and objectives

The principal objects of Ipswich Housing Action Group (ihAg) are set out in its Memorandum and Articles of Association, and states:

"The Charity's objects are to relieve need, hardship and distress amongst the homeless and amongst those who are living in adverse housing conditions in Ipswich and the surrounding districts by the provision of accommodation and associated amenities".

b. Public benefit

We have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

In summary, the aims of the charity are to support people, primarily those who are "non-statutory homeless" to access professional, non-judgemental advice, and guidance in order to better understand their situation and make informed decisions about their lives; and these fully reflect the purposes that the charity was set up to further.

c. Strategies for achieving objectives

Due to the ongoing impact of the Covid-19 pandemic and the emerging Cost of Living Crisis, the Executive Board of Trustees approved a One Year Strategic Plan for 2022/23 with key strategic priorities.

The Strategic Objectives were:

Further development of needs-led services, across all three core areas of Accommodation, Prevention and Support, which are Covid-19 resilient:

- **Needs-led Support Services** – the continued provision, review and development of these to meet service user needs;
- **Service User Engagement** - Capturing and amplifying service user voice in meaningful ways;
- **Partnership Working** - Strengthening and increasing our partnership base to become Suffolk wide.

ihAg's Mission is:

"To work alongside people living with the experience of homelessness, and those facing the risk of homelessness due to the challenges of everyday life, and to enable them to move through their personal adversity to a place of security in their lives".

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Objectives and activities (continued)

d. Activities undertaken to achieve objectives

ihAg's charitable activities are grounded in evidence-based practice, which has shown that having a secure and appropriate place to live is the platform from which a person is best placed to identify and address their other needs.

Our support is person-centred, and enables people to build their own resilience, thus preventing a cycle of homelessness, and reducing the pressure on "crisis" services.

In practice our objectives are achieved by:

- Providing emotional and practical, support, advice and guidance for people sleeping rough on the streets of Ipswich, or those at risk of homelessness, at our Homeless Hub, The Chapman Centre.
- Providing intensive person-led support to people who have felt unable to engage in other homelessness support services, via the "Housing First" approach.
- Providing temporary shared housing in Ipswich, with personalised support plans to enable people to address the personal adversity which led them to become homeless and build resilience to enable move on into permanent independent housing.
- The provision of professional money and debt advice across Suffolk, to prevent homelessness, and remove barriers to gaining alternative accommodation.
- Being a proactive partner with other like-minded agencies, to support people experiencing homelessness, and their wider needs.

ihAg moved all of its services to The Chapman Centre in April 2022, building on our "one-point of entry approach" to access all ihAg services, whilst providing practical access to services from a modernised and adapted building.

Support advice and guidance was offered through phone conversations, text messages, emails, and face to face through drop-in sessions and appointments.

The Senior Management team worked to achieve the Strategic Objectives through consultation with the staff team, liaison with other local support agencies, and discussion and agreement with the Board.

The safety, responsiveness and effectiveness of services remained a key focus during the year.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Achievements and performance

a. Service Delivery

A total of three thousand, one hundred and eighty two (3,182) people received regular support by the organisation during the year;

Two thousand, eight hundred and sixty four (2,864) accessed support via The Chapman Centre
Two hundred and twenty nine (229) people engaged in the assessment process by Money Advice
Eighty nine (89) people were supported with accommodation

The Chapman Centre

During this reporting period, a total of two thousand, eight hundred and sixty-four (2,864) individual people accessed support via The

Advice Team

The advice team offered support via phone, email, and text as well as offering face to face appointments, and offering a weekly drop-in session.

One thousand, six hundred and ninety-one (1,691) individuals received support from the Advice service, on topics ranging from homeless applications, welfare benefit entitlements, seeking grants for furniture, advocacy with other agencies, support to register for

Two hundred and seventeen (217) individuals had not sought advice about homelessness from ihAg previously.

A total of ninety (90) people were supported to gain access to emergency or temporary accommodation.

In addition, the Centre took one thousand and nine (1,009) general enquiries regarding homelessness, which resulted in people being offered appointments, receiving one-off pieces of advice, or being actively signposted to other local agencies.

In a direct response to the emerging cost of living crisis, the Centre also offered twice weekly "heat hub" sessions for people who were rough sleeping in the town. In addition to a warm safe space to occupy for half-a day, these provided hot food and drinks, and informal support.

Weekend Service

The weekend service offered small group wellbeing sessions, for people who were already receiving support from the Advice Service and would benefit from addition opportunities to socialise to improve their mental wellbeing.

Two hundred and forty (240) people attended over the year, and engaged with discussion, games, and lunch.

The majority of attendance occurred on Saturday sessions, and following consultation with people using the weekend service, Sunday sessions were ended from 20 November 2022.

Outreach

The outreach staff conducted early morning "sweeps" of the town each weekday morning in a bid to find anyone who had bedded down over night, or as a direct response to a Streetlink Alert. Numbers found on any one morning have ranged between zero and fifteen.

In total, eighty eight (88) individuals have been found to be bedded down by Outreach this year, on a combined total of one hundred and ninety-one (191) occasions. An additional twenty-two (22) individuals have been found bedded down but had chosen not to register for

One hundred and six (106) individuals accessed breakfast at the Centre, on a total of four hundred and thirty-seven (437) occasions.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Achievements and performance (continued)

In-Reach

In-reach support was offered to people in emergency or temporary accommodation, who were at risk of being evicted.

Fifty-four (54) people were supported to retain their tenancy and resolve the issues which may have led them to becoming homeless.

Partnership work

Community Dentist

The Community Dentist van has visited the Centre on a monthly basis to provide emergency dental treatment to people who are not registered with local dental surgeries. Several people required multiple appointments to complete extractions, fillings and the provision of dentures.

Funding for this service came to an end in February 2023, and we have been unable to secure further funding at this time.

Health Outreach Clinics

Health Outreach nurses accompanied the Outreach staff at least once a week to engage with people sleeping rough and offered health appointments at the Centre at least twice a week.

Staff at the Centre supported the Health Outreach team in identifying and supporting people who were sleeping rough and in emergency accommodation, to access seasonal flu vaccinations, and Covid-19 booster vaccinations.

In addition, Health Outreach offered Breakfast by Invite at their own premises once a week, and Centre staff have supported the attendance of people sleeping rough through proactive promotion of this service.

Housing Services

Accommodation

ihAg accommodation has been available throughout the year for people who have registered with Housing Related Support Gateway.

After a significant procurement process, Suffolk County Council confirmed that ihAg had retained the contract for accommodation on 13 September 2022, although the bedspaces reduced from fifty-four (54) to fifty-two (52). 10% of the overall bedspace provision had been designated as assessment bed provision – providing ninety (90) day assessment periods for individuals who required further assessment before being accepted (or rejected) on the Gateway. This element of the contract would be introduced once Suffolk County Council and the providers agreed on the exact assessment process. To date, this remains off-line.

One of the properties leased from Homegroup suffered significant damage at the beginning of the year and remained closed throughout the full reporting period. This was mainly due to lack of skilled staff who were able to undertake the repairs.

In total, twenty-five (25) people moved on during this period, and thirty (30) people were accepted as new residents.

Staff provided practical support with benefit applications, money management and budgeting, CV writing and job applications. All residents were supported to register with local GP surgeries and address physical and mental health needs. Additional support was provided to engage with recovery service, to minimise substance use and reduce physical harm.

During this period, ihAg only evicted two residents for persistent or unsafe behaviour, and both received support to secure emergency accommodation following this action.

Housing First

ihAg has one (1) Housing First support worker, offering intensive support to people with complex issues, which have previously prevented them from securing or maintaining a safe place to call home.

During this period nine (9) individuals received support, eight (8) of whom successfully secured accommodation, and six (6) of whom maintained this for over six (6) months.

By the end of the year, seven (7) of the nine (9) people supported had reduced occurrences of criminal behaviour, and all had engaged with support services for physical and mental health, and substance use.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Achievements and performance (continued)

Debt and Money Management (formerly Money Advice)

ihAg Money Advisors provided professional support and guidance via phone, text, and email during the year, and offered face-to-face appointments for people who requested this.

We continued to see an increase in the number of people in work struggling with debts and money pressures which potentially threatened their ability to maintain a home.

Three hundred and seven (307) individuals were referred to the service, and two hundred and twenty-nine (229) completed the assessment process, and went on to receive advice.

Advisors supported people to manage a total of £1,041,823 in debts, with an average per person of £10,289.

Through grant applications, a total additional income of £49,835 was secured, an average of £780 per person.

Steps were taken throughout the year to identify funding sources to continue the Debt and Money Management service beyond March 2023, when the Nationwide Grant expired. Unfortunately, no additional funding was secured, and a feasibility review was completed by the Chief Executive Officer in December 2022. This was presented to the Executive Board of Trustees on 26 January 2023, where the unanimous decision was taken to close the service.

A redundancy process took place in February 2023, and all three team members were made redundant with effect from 31 March 2023

The Trustees acknowledge the commitment and passion of the team, two of whom had been long-serving members of ihAg, and the great benefit this service has offered to local people since its inception in 1997.

b. Strategic Performance

The Senior Management Team have met weekly to oversee and review the day-to-day operations of the organisation and review the strategic priorities.

Needs-led Support Services

The deepening cost-of-living crisis during the year resulted in an increased demand on ihAg's advice and housing services.

General enquires to the services rose significantly, mainly from people facing possible home loss due to financial struggles or landlord "no-fault" evictions.

During the seasonal cold weather, the Advice hub "Breakfast by Invite" sessions were extended to accommodate rough sleepers over the lunchtime period. These "heat hubs" offered a safe space to stay warm and receive hot food.

During the unseasonal hot weather, the Advice hub offered extended sessions for rough sleepers to stay out of the sun and provided access to cold water and sun cream throughout the day.

The Accommodation service struggled to support people to find suitable move-on accommodation due to lack of social housing, and high rental value of properties in the area. To this end, ihAg's negotiations with Ipswich Borough Council continued, to secure additional property for the portfolio, to offer as a suitable alternative.

Four Council owned properties were identified, and lease negotiations continued past the end of the financial year, when the Board of Trustees gave final approval to the new project, and the Council drafted the lease agreements.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Achievements and performance (continued)

Service User Engagement

Service user feedback has been gathered from all willing to provide this, and the services received a number of compliments about the level of support, professionalism and advocacy provided.

Formal service user engagement events were not held during the year, due to a number of reasons. The service user group was reasonably transient during this period, and a high percentage of rough sleepers receiving support did not have English as a first language.

The Board of Trustees and Senior Management team are committed to developing a more inclusive and accessible service user engagement model in the coming 12 months.

Partnership Working

Following the award of the Suffolk County Council Housing Related Support Contract, the Provider Forum agreed to review its membership and purpose. This is expected to allow for further collaborative work over the coming 5-year period.

ihAg continued to host the Ipswich Locality Homelessness Partnership, which also agreed to review its membership and purpose. The Chair of this group, the local Councillor who is the Portfolio Holder for Housing, has just been announced as new Leader of Ipswich Council and has stated that homelessness will continue to be one of his priorities.

ihAg continued to build the new partnership with Suffolk Building Society, and remains in discussions with them on how the partnership can build local and financial support for the Charity.

Further talks also took place with Emmaus Suffolk, who are keen to work alongside ihAg in future projects in the County.

c. Income Generation

Diversification of income remained a priority during this financial year, and the Chief Executive Officer completed a Major Donor Fundraising training course, to improve ihAg's ability to attract donors.

Social media continued to be used to increase the organisation's external profile, and the fundraising campaign over the Christmas period did increase individual giving.

Applications for small grants to Trusts and Foundations continued throughout the year.

ihAg did make some direct approaches to local community groups and businesses during December 2022 to secure Charity of the Year status and did not receive any complaints or support regarding the messaging or campaigns.

The Board of Trustees and Chief Executive Officer reviewed the need for additional capacity within the senior team of ihAg, to ensure Income Generation and Business Development could be proactively pursued. This review concluded with the organisational structure being amended to include an Operations Director role.

An initial round of recruitment was unsuccessful in May 2023, and is currently being discussed with an external recruitment agency.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Financial review

Total income for the year amounted to £1,107,063 and total expenditure amounted to £1,169,523, resulting in a net expenditure of £62,640.

a. Going Concern

The CEO has sought to secure additional funds from Trusts and Foundations and has a sound Income Generation Strategy in place.

The HRS Contract has been awarded to ihAg for a 5-year period, with the possibility of an extension to 7 years, and a commitment to a percentage uplift on each year's value.

In addition, ihAg has secured four additional properties on mid-term leases from Ipswich Borough Council, to provide sustainable move-on accommodation, and whilst there will be an initial investment amount from Designated Funds, over the term of the initial leases, these are forecast to break even.

Due to the finalisation of funding received by The Chapman Centre Trust in the year ended 31 March 2023, the charity is now dormant.

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis in preparing the financial statements. Further details regarding the adoption of the 'going concern' basis can be found in the Accounting Policies.

b. Principle Source of Income

ihAg's main source of income is from Contracts with Local Authorities. ihAg is one of the providers of choice for Suffolk County Council for the Housing Related Support (HRS) contract; Ipswich Borough Council for the Rough Sleeper Initiative Outreach, In Reach and Housing First contracts; and Nationwide Grant for Money Advice service.

The HRS accommodation also provides ihAg with rental income.

ihAg also received a Reaching Communities Grant from the Lottery to fund the weekday Advice Service; a Mulberry Trust Grant to fund the weekend Advice Service; and two Community Grants from Ipswich Borough Council.

c. Other Income

ihAg is fortunate to have a number of supporters who donate money on a monthly basis, and some who give on two or three occasions during the year. We are incredibly grateful to everyone who has chosen to donate in this way to the organisation

We are also grateful to the Suffolk Community Foundation and L D Rope Third Charitable Trust, who have both made application for small grants simple and straightforward and provide a speedy response to requests.

In addition, this year ihAg received funding from the Lord Belstead Trust, E & J Legacy Fund, Albert Hunt Trust, Grimwade Charitable Trust, and Persimmon Homes.

d. Reserves Policy

ihAg's reserves policy states:

"The Trustees are committed to ensuring funds that are available to spend on the beneficiaries of the Charity are maximised, whilst retaining sufficient funds to cover current and future liabilities.

The charity will aim to maintain minimum free reserves equivalent to at least 3 months core expenditure, and review the exact amount each year as part of the process for approving the Annual Budget...and maintain designated funds for specific purposes, including the maintenance of ihAg properties, and the ability to grow and develop its support provision".

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Financial review (continued)

e. Designation of Funds and Free Reserves

The Trustees have agreed to maintain designated funds for specific purposes, including the maintenance of ihAg properties and the ability to develop and grow its support provision.

Designated funds held at the year end totalled £376,988 made up of the following funds. The Maintenance Fund (Sinking Fund) totals £177,855, Investment fund at £134,373, and other designated funds at £64,760.

Restricted funds held at the year end totalled £18,136 (2022: £31,588). The restricted funds are detailed in note 18 of these financial statements.

ihAg defines its free reserves as "... that part of its funds which relate to cash that is available to be spent freely on any of ihAg's objects".

Free Reserves total £334,468 (2022: £319,834).

The Chief Executive Officer (CEO) includes agreed spend on development in the annual budget presentation and submits a detailed business case for any additional spending requests during the financial year.

f. Material Investment Policy

ihAg holds its reserves in investment accounts and the focus of the Policy is to preserve the security of the funds whilst maximising the returns earned. Comparative interest rates are assessed on a regular basis.

Additionally, ihAg has taken steps to spread its risk by keeping its reserves in a range of institutions.

Fundraising Practices

ihAg is registered with the Fundraising Regulator, to ensure good practice in our fundraising activity.

ihAg ran short-term fundraising campaigns via social media throughout the year but held no formal events due to the focus on contract procurement and grant applications.

ihAg did make some direct approaches to local businesses in the lead up to the end of the calendar year, to obtain Charity of the Year status, but was unsuccessful in securing this support.

There have been no complaints regarding our messaging, approaches or campaigns.

Plans for Future Developments

Due to the increasing impact of the cost-of-living crisis, and the significant increase in demand for services, the Trustees agreed it would be prudent to continue to focus on developing the priorities outlined in the 2022/23 Strategy.

This Strategy will enable ihAg to build on current strengths, develop a stronger sense of purpose and achievements, and raise the external profile as a provider of effective services.

The Strategy has three Objectives;

- Review and Development of Needs-Led Support Services.
- Meaningful Service User Engagement.
- Increased Partnership working across Suffolk.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Structure, governance, and management

a. Constitution

The organisation is a charitable company limited by guarantee and was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up the members, currently set as the Trustees (Directors) of the charitable company, are required to contribute an amount not exceeding £10. The charitable company is a registered charity, number 1107841.

b. Method of Appointment or Election of Trustees

The Trustees may agree to actively seek new Trustees through recruitment activities, and these are administered by the Chief Executive Officer of ihAg, and the HR Officer. The Chair will offer to meet with potential new Trustees, to discuss and evaluate their understanding of and suitability for the role of Trustee of the charitable company, and the degree to which they meet the current needs of the Board in terms of skill, experience, and diversity.

The Board will then consider the appointment and if satisfied, they will co-opt the applicant to the Board until the next Annual General Meeting takes place.

The Trustees of the charitable company are ex officio Directors for the purpose of company law. The Memorandum and Articles of Association require a minimum of three Trustees. As of 31 March 2023, there are 5 members of the Board. The Memorandum and Articles of Association require that half (or if the number is not a multiple of two, the number nearest to one half) of the membership retire annually. The members to retire are those that have been in office the longest. Retiring members are eligible for re-election.

c. Policies adopted for the Induction and training of Trustees

ihAg has an Induction Policy which relates to all new staff, volunteers, and Trustees, and states "New Trustees will receive an induction period for their first 6 months which includes specific training on the role of being a Trustee, the work of ihAg, and the opportunity to shadow staff within the services". This induction process is organised by the Chair of the Board and the Chief Executive Officer.

d. Equality, Diversity, and Inclusion

ihAg's Equality and Diversity in the Workplace Policy states:

"ihAg is an equal opportunities employer and actively supports Human Rights, and all Equality legislation and is committed to safeguarding the welfare of people with vulnerabilities. ihAg strives to be an inclusive employer, who values people as individuals, celebrates their differences, and provides support to enable staff to reach their potential in the workplace".

The Board of Trustees and CEO have agreed to actively diversify the Board membership during the recruitment of new Trustees over the coming 12 months.

The Senior Management Team will continue to monitor the diversity of the wider ihAg staff team, to ensure this reflects the changing demographic of the local community.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Structure, governance, and management (continued)

e. Organisational structure and decision making

The Board of Trustees is legally responsible for the management and control of the charity; the Trustees usually meet every two months and hold an Annual General Meeting in accordance with the governing document. They also have the authority to establish Board committees.

The Board of Trustees delegates day-to-day responsibility for the management of ihAg to the Chief Executive Officer. Through a Delegation of Authority process, the Chief Executive Officer also delegates some day-to-day decision-making responsibilities to the Service Managers, who alongside the Chief Executive Officer, form the Senior Management Team.

f. Key management personnel remuneration

In addition, the Trustees are responsible for agreeing the remuneration package for the Chief Executive Officer and agreeing any subsequent pay review for all ihAg staff.

g. Governance

The Board membership changed during this financial year, with one Trustee stepping down at the end of March 2022, and two Trustees stepping down at a meeting on the 23 March 2023.

Recruitment for new Trustees remained opened throughout the year, and a probationary Trustee joined the Board in February 2023, bringing the Board membership to six.

One of the longest serving Trustees had been a member of the Board for twelve years when he stood for re-election in January 2023. The Trustees agreed that as he had a two-year absence due to ill health, he would be able to re-stand on this occasion.

In January 2023, the Chair of the Board and Chief Executive Officer proposed a Governance Review take place to reflect the good practice established in the Charity Governance Code.

The review will look at ihAg's Articles of Association to ensure they remain fit for purpose, the membership of the Board and the structure of meetings and reporting within ihAg as a whole. This work has continued as a priority into 2023 and should be completed by the next AGM in December 2023.

During 2022/23 the Trustees held full Executive meetings every other month, and at the end of each quarter they reviewed the financial and contractual performance of the services, alongside the Chief Executive Officer's reporting on risk, safeguarding, health and safety and GDPR compliance.

All meetings have been face-to-face.

Several ihAg Trustees are also Trustees for The Chapman Centre Trust and have continued to review the benefits of the two charities. ihAg is the sole member of The Chapman Centre Trust.

As the majority of contracts and funding sources held are in the name of ihAg, it has been agreed to review the need of the separate trust at the end of 2022/23. It was decided that from 1 April 2023 The Chapman Centre Trust would be made dormant.

h. Related party relationships

None of ihAg's Trustees receive remuneration or other benefit from their work with the charity. Any connection between a Trustee or senior manager of the charity with an entity with which it does business must be disclosed to the full Board of Trustees.

In the current year, no such related party transactions were reported.

i. Risk Assessment and Management

The significant risks for 2022/23 were identified as: -

- Loss of staff
- Loss of contracts
- Income generation opportunities

The Senior Management Team of ihAg recognised the challenging times faced by the staff team, and the potential for staff turnover to disrupt the delivery of services.

Information regarding contracts and grants were shared with the wider team on a regular basis.

The Senior Management Team continued to meet weekly to review all risks the Charity faced, and consider robust business continuity strategies to ensure the needs of service users were met.

The Board of Trustees and Senior Management Team of ihAg maintained regular dialogue to discuss concerns and reviewed these via the organisations Risk Log.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2023

Statement of Trustees' responsibilities

The Trustees (who are also Directors of Ipswich Housing Action Group Limited 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 the group and of the incoming resources and application of resources, including income and expenditure, of the charitable company and the group 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 (FRS102);
- Make judgments and accounting 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; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company and group 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 the group 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 the group 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 and group'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.

Disclosure of information to auditor

Each of the persons who are Trustees, at the date of approval of this Trustees' Report confirms that:

- so far as they are aware, there is no relevant audit information of which the charitable company group's auditor is unaware; and
- they have taken all the steps that they ought to have been taken as a Trustee make themselves aware of any relevant audit information and to establish that the charitable company group's auditor is aware of that information.

Auditor

Lovewell Blake were formally appointed as Auditors of ihAg.

This report was approved by the Trustees, on 12 December 2023 and signed on their behalf by:

Antonia Lancaster

Chair / Trustee

Tom Jell

Vice Chair / Trustee

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

Year ended 31 March 2023

Opinion

We have audited the financial statements of Ipswich Housing Action Group Limited (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2023 which comprise Consolidated Statement of Financial Activities (including income and expenditure account), Consolidated and Charity Balance Sheet, Consolidated Statement of Cash Flow and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 group's and parent charitable company's affairs as at 31 March 2023, and of the group's incoming resources and application of resources 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 and the Charities Act 2011.

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is 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 (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- 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 group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 require us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's 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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

Year ended 31 March 2023

Matters on which we are required to report by exception (continued)

- 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 the trustees

As explained more fully in the trustees' responsibilities statement (set out on page 13), the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of 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 group and parent 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 group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance to confirm there are no instances of fraud or non-compliance with laws and regulations.
- Review of disclosures within the financial statements and vouching these to supporting documentation to ensure compliance with applicable laws and regulations.
- Review of key accounting estimates, to ensure reasonable and no signs of management bias.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the rationale of significant transactions outside the normal course of activities and reviewing accounting estimates for bias.

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

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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

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 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees 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 and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered Accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

12 December 2023

Lovewell Blake LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated statement of financial activities (including income and expenditure account)

Year ended 31 March 2023

	Notes	General Funds	Restricted Funds	2023 Total	2022 Total
		£	£	£	£
Income and endowments					
Donations and legacies	5	26,264	-	26,264	25,093
Charitable activities	6	795,620	269,354	1,064,974	1,160,948
Investment income	7	15,825	-	15,825	3,785
Total income		837,709	269,354	1,107,063	1,189,826
Expenditure					
Raising funds	8	(544)	-	(544)	(2,626)
Charitable activities	9	(882,346)	(286,633)	(1,168,979)	(1,137,357)
Total expenditure		(882,890)	(286,633)	(1,169,523)	(1,139,983)
Net (expenditure)/income before transfers		(45,181)	(17,279)	(62,460)	49,843
Transfers between funds		(3,827)	3,827	-	-
Net (expenditure)/income and net movement in funds		(49,008)	(13,452)	(62,460)	49,843
Reconciliation of funds					
Total funds brought forward		1,035,464	31,588	1,067,052	1,017,209
Total funds carried forward	18	986,456	18,136	1,004,592	1,067,052

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

The notes set out on pages 18 - 30 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated and Charity Balance Sheet

Year ended 31 March 2023

	Notes	2023 Charity	2023 Group	2022 Charity	2022 Group
		£	£	£	£
Fixed Assets					
Intangible fixed assets	13	-	-	-	-
Tangible fixed assets	14	275,000	275,000	275,000	275,000
		<hr/>	<hr/>	<hr/>	<hr/>
		275,000	275,000	275,000	275,000
Current Assets					
Debtors	16	110,746	68,129	81,210	70,370
Cash at bank and in hand		735,312	781,079	795,289	861,776
		<hr/>	<hr/>	<hr/>	<hr/>
		846,058	849,208	876,499	932,146
Creditors: amounts falling due within one year					
	17	(116,466)	(119,616)	(132,014)	(140,094)
		<hr/>	<hr/>	<hr/>	<hr/>
Net current liabilities		729,592	729,592	744,485	792,052
		<hr/>	<hr/>	<hr/>	<hr/>
Total assets less current liabilities		<u>1,004,592</u>	<u>1,004,592</u>	<u>1,019,485</u>	<u>1,067,052</u>
Funds of the charity					
Unrestricted funds	18	986,456	986,456	1,011,784	1,035,464
Restricted funds	18	18,136	18,136	7,701	31,588
		<hr/>	<hr/>	<hr/>	<hr/>
Total charity funds		<u>1,004,592</u>	<u>1,004,592</u>	<u>1,019,485</u>	<u>1,067,052</u>

During the year, the charity made a deficit of £14,893.

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

These financial statements were approved by the board of trustees and authorised for issue on 12 December 2023 and are signed on behalf of the board by:

A Lancaster
Chair of Trustees

Company registration number: 05268499

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated statement of cash flows

Year ended 31 March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	20	<u>(96,523)</u>	<u>32,898</u>
Cash flows from investing activities			
Dividends, interest and rents from investments		15,825	3,785
Net cash provided by investing activities		<u>15,825</u>	<u>3,785</u>
Net increase in cash and cash equivalents		(80,697)	36,683
Cash and cash equivalents at beginning of year		861,776	825,093
Cash and cash equivalents at end of year	21	<u>781,079</u>	<u>861,776</u>

The notes set out on pages 18 - 30 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements

Year ended 31 March 2023

1 General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales.

The address of the registered office is The Chapman Centre, Black Horse Lane, Ipswich, Suffolk, IP1 2EF.

2 Statement of compliance

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.

3 Accounting policies

(a) Basis of accounting

The financial statements have been prepared on the historical cost basis.

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

(b) Going concern

The CEO has sought to secure additional funds from Trusts and Foundations and has a sound Income Generation Strategy in place.

With the success in winning the HRS contract in conjunction with the other funds already secured for the coming years the charity has a good basis for this expansion.

In addition, The Board of Trustees and CEO have agreed a plan for growth and is already in discussions with the Local Authority regarding securing additional properties in the locality, which would provide sustainable move-on accommodation, and additional income.

Due to the finalisation of funding received by The Chapman Centre Trust in the year ended 31 March 2023, the charity is now dormant.

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis in preparing the financial statements.

(c) Fund accounting

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

Designated funds are unrestricted funds available for use at the discretion of the trustees for a particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

(d) Income

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

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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

3 Accounting policies continued

(e) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered under partial exemption, and is reported as part of the expenditure to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities.
- expenditure on charitable activities includes all costs incurred by the group in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the group apportioned to charitable activities.
- governance costs include those costs associated with meeting the constitutional and statutory requirements of the group and include the audit fees and costs linked to the strategic management of the group.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(f) Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis.

(g) Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

(h) Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Website development - 50% straight line

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Amortisation costs in the year are included under Charitable activities.

(i) Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

All new computer equipment is charged directly to the SOFA, as the Trustees consider that it is immediately impaired.

Furniture within the rental properties is replaced as necessary and the Trustees consider this to be revenue expenditure and it is therefore charged direct to the SOFA.

(j) Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Motor vehicles - 20% straight line

Office equipment - 25% straight line

No depreciation is provided in respect of freehold property as, in the opinion of the Trustees the estimated residual value is in excess of the net book value.

(k) Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements

Year ended 31 March 2023

3 Accounting policies continued

(l) Redundancy

Where an obligation to make a redundancy or termination payment exists, the costs incurred by the charity are accounted for on an accruals basis and included wages and salaries.

(m) Consolidation

The financial statements consolidate the results of the Charity and its wholly owned subsidiary, The Chapman Centre Trust on a line by line basis. A separate Statement of Financial Activities or Income and Expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemption of Section 408 of the Companies Act 2006.

(n) Pensions

The group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the group to the fund in respect of the year.

4 Limited by guarantee

The Charity is a company limited by guarantee. Each member of the Charity undertakes to contribute such an amount (not exceeding £10) as may be required in the event of winding up.

5 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations and memberships	26,264	-	26,264	25,093	-	25,093
	<u>26,264</u>	<u>-</u>	<u>26,264</u>	<u>25,093</u>	<u>-</u>	<u>25,093</u>

6 Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Rent Receivable	424,176	-	424,176	428,309	-	428,309
Service contracts	266,374	-	266,374	249,948	-	249,948
Money and pensions service	-	-	-	-	138,351	138,351
Housing First	34,006	-	34,006	38,930	-	38,930
Ipswich Borough Council Grant	-	-	-	7,000	-	7,000
Rough Sleeper Initiative	68,012	-	68,012	87,396	-	87,396
Money advice project	-	38,850	38,850	-	11,118	11,118
Lottery funding for Chapman Centre	-	144,050	144,050	-	125,716	125,716
Other Chapman Centre Funding	-	86,454	86,454	-	67,620	67,620
Coronavirus Job Retention Scheme	-	-	-	200	451	651
Other income	3,052	-	3,052	5,909	-	5,909
	<u>795,620</u>	<u>269,354</u>	<u>1,064,974</u>	<u>817,692</u>	<u>343,256</u>	<u>1,160,948</u>

Income from charitable activities includes government funding of £429,116.

7 Investment income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Interest received	15,825	-	15,825	3,785	-	3,785
	<u>15,825</u>	<u>-</u>	<u>15,825</u>	<u>3,785</u>	<u>-</u>	<u>3,785</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

8 Costs of other trading activities

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£	£	£	£
Fundraising	-	-	-	852	-	852
Tenant participation	3	-	3	19	-	19
Welfare costs	540	-	540	1,755	-	1,755
	<u>544</u>	<u>-</u>	<u>544</u>	<u>2,626</u>	<u>-</u>	<u>2,626</u>

Costs of raising funds include the costs of grant applications, however income from successful grants is included in charitable activities.

9 Expenditure on charitable activities

	Activities undertaken directly	Support costs	Total Funds 2023	Activities undertaken directly	Support costs	Total Funds 2022
	£	£	£	£	£	£
Provision of housing	476,082	120,409	596,490	473,786	40,821	514,607
Advice services	250,190	34,257	284,447	243,874	51,063	294,937
Money advice services	260,033	28,009	288,041	270,559	57,254	327,813
	<u>986,305</u>	<u>182,674</u>	<u>1,168,979</u>	<u>988,219</u>	<u>149,138</u>	<u>1,137,357</u>

Included within Provision of housing are bad debt write offs of £8,653 (2022: £14,521).

Of the total expenditure above, restricted expenditure totalled £286,633 (2022: £333,619).

Analysis of support costs

2023	Provision of housing	Advice services	Money advice services	Total Funds 2023
	£	£	£	£
Training/recruitment	7,378	-	-	7,378
Office costs	75,444	34,257	28,009	137,710
Membership and subscriptions	2,174	-	-	2,174
Premises costs	6,677	-	-	6,677
Governance	28,735	-	-	28,735
	<u>120,409</u>	<u>34,257</u>	<u>28,009</u>	<u>182,674</u>

2022	Provision of housing	Advice services	Money advice services	Total Funds 2022
	£	£	£	£
Training/recruitment	2,430	2,673	2,997	8,100
Office costs	26,367	36,154	40,537	103,058
Membership and subscriptions	1,273	1,400	1,570	4,243
Premises costs	1,473	1,620	1,817	4,910
Amortisation	1,347	1,482	1,662	4,491
Governance	7,931	7,734	8,671	24,336
	<u>40,821</u>	<u>51,063</u>	<u>57,254</u>	<u>149,138</u>

Analysis of governance costs

	2023	2022
	£	£
Auditors remuneration - audit services	13,734	11,940
Auditors remuneration - independent examination of subsidiary	3,150	3,000
Other professional costs	10,998	9,015
Trustee expenses	854	381
	<u>28,735</u>	<u>24,336</u>

Ipswich Housing Action Group Limited

Company limited by guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

10 Net income

Net income is started after charging

	2023	2022
	£	£
Operating leases	44,543	55,251
Amortisation of fixed assets	-	4,491
	<u>-</u>	<u>4,491</u>

11 Staff costs

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

	2023	2022
	£	£
Wages and salaries	619,299	656,279
Social security costs	46,048	46,536
Employer contributions to pension plans	37,445	42,758
	<u>702,792</u>	<u>745,573</u>

Wages and salaries include statutory redundancy pay of £14,784 for MAS staff (2022: £nil).

Throughout the period the group employed the following number of employees on either a full time or part time basis.

	Group 2023	Group 2022
Charitable activities	23	27
Management and administration staff	3	4
	<u>26</u>	<u>31</u>

No employee received employee benefits of more than £60,000 during the year (2022: None).

Key Management Personnel

The total value of remuneration and benefits received by four members of Key Management Personnel was £163,259 (2022: four members, £146,845).

12 Trustee remuneration and expenses

No Trustees received remuneration or expenses during the year (2022: £Nil).

13 Intangible Fixed Assets - Group

	Website development £	Total £
Cost		
As at 1 April 2022 and at 31 March 2023	<u>8,982</u>	<u>8,982</u>
Depreciation		
As at 1 April 2022	8,982	8,982
Charge for the period	<u>-</u>	<u>-</u>
As at 31 March 2023	<u>8,982</u>	<u>8,982</u>
Net book value		
As at 31 March 2023	<u>-</u>	<u>-</u>
As at 31 March 2022	<u>-</u>	<u>-</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

14 Tangible Fixed Assets - Group and Charity

	Freehold property £	Motor vehicles £	Office equipment £	Total £
Cost				
As at 1 April 2022 and 31 March 2023	275,000	27,051	4,716	306,767
Depreciation				
As at 1 April 2022	-	27,051	4,716	31,767
Charge for the period	-	-	-	-
As at 31 March 2023	-	27,051	4,716	31,767
Net book value				
As at 31 March 2023	275,000	-	-	275,000
As at 31 March 2022	275,000	-	-	275,000

15 Subsidiary charity

On 25 January 2017, The Chapman Centre Trust (a charitable company, limited by guarantee) was incorporated. The Chapman Centre Trust Company registration number is 10584100 and Charity registration number is 11775598. Ipswich Housing Action Group Limited holds the majority of the voting rights and has the right to appoint or remove a majority of its board of Trustees, therefore The Chapman Centre Trust is considered a subsidiary of Ipswich Housing Action Group Limited. As of the 1 April 2023 the subsidiary was made dormant.

	2023	2022
	£	£
Gross income	47,620	55,451
Expenditure	(95,187)	(43,515)
Surplus	(47,567)	11,936
	2023	2022
	£	£
Total assets	45,767	80,607
Total liabilities	(45,767)	(33,040)
Total funds	-	47,567

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

16 Debtors	2023 Charity £	2023 Group £	2022 Charity £	2022 Group £
Trade debtors	36,490	36,490	40,200	40,200
Prepayments and accrued income	26,539	26,539	11,300	25,420
Other debtors	5,100	5,100	4,750	4,750
Amounts due from group undertakings	42,617	-	24,960	-
	<u>110,746</u>	<u>68,129</u>	<u>81,210</u>	<u>70,370</u>

17 Creditors: Amounts falling due within one year	2023 Charity £	2023 Group £	2022 Charity £	2022 Group £
Trade creditors	10,148	10,148	14,673	14,673
Other taxation and social security	13,714	13,714	13,124	13,124
Accruals and deferred income	86,182	89,332	97,883	105,963
Other creditors	6,422	6,422	6,334	6,334
	<u>116,466</u>	<u>119,616</u>	<u>132,014</u>	<u>140,094</u>

	2023 Charity £	2023 Group £	2022 Charity £	2022 Group £
Deferred income brought forward	75,436	80,516	64,143	79,143
Deferred during the year	38,133	38,133	75,436	80,516
Released during the year	(75,436)	(80,516)	(64,143)	(79,143)
Deferred income carried forward	<u>38,133</u>	<u>38,133</u>	<u>75,436</u>	<u>80,516</u>

Deferred income comprises contract and grant income received in advance.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

18 Analysis of charitable funds

Year ended 31 March 2023

Unrestricted funds

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	319,834	837,709	(809,248)	(13,827)	334,468
	<u>594,834</u>	<u>837,709</u>	<u>(809,248)</u>	<u>(13,827)</u>	<u>609,468</u>
Designated funds					
Maintenance Sinking Fund	169,819	-	(1,964)	10,000	177,855
Investment Fund	134,373	-	-	-	134,373
Office Rent Fund	11,052	-	(11,052)	-	-
Other Designated funds	125,386	-	(60,626)	-	64,760
	<u>440,630</u>	<u>-</u>	<u>(73,642)</u>	<u>10,000</u>	<u>376,988</u>
	<u>1,035,464</u>	<u>837,709</u>	<u>(882,890)</u>	<u>(3,827)</u>	<u>986,456</u>
Restricted funds					
Ipswich Locality Homelessness Partnership	7,701	-	(4,565)	-	3,136
Funding for Chapman Centre	-	14,734	(14,734)	-	-
The National Lottery - Community Support Fund	-	144,050	(144,050)	-	-
Money advice project	-	38,850	(38,850)	-	-
Ipswich Borough Council - Rent fund	-	9,100	(9,100)	-	-
Weekend Opening Funding	10,492	15,000	(13,326)	2,834	15,000
Ipswich Borough Council - Running costs	13,395	40,000	(54,388)	993	-
Community Dental Services	-	7,620	(7,620)	-	-
	<u>31,588</u>	<u>269,354</u>	<u>(286,633)</u>	<u>3,827</u>	<u>18,136</u>
Total funds	<u>1,067,052</u>	<u>1,107,063</u>	<u>(1,169,523)</u>	<u>-</u>	<u>1,004,592</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

18 Analysis of charitable funds (continued)

Year ended 31 March 2022

Unrestricted funds

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	276,533	846,570	(793,269)	(10,000)	319,834
	551,533	846,570	(793,269)	(10,000)	594,834
Designated funds					
Maintenance Sinking Fund	159,819	-	-	10,000	169,819
Investment Fund	134,373	-	-	-	134,373
Office Rent Fund	24,147	-	(13,095)	-	11,052
Other Designated funds	125,386	-	-	-	125,386
	443,725	-	(13,095)	10,000	440,630
	995,258	846,570	(806,364)	-	1,035,464
Restricted funds					
Ipswich Locality Homelessness Partnership	10,000	-	(2,299)	-	7,701
Funding for The Chapman Centre	-	3,520	(3,520)	-	-
The National Lottery - Community Support Fund	-	125,716	(125,716)	-	-
Money and pension service	-	138,351	(138,351)	-	-
Money advice project	-	11,118	(11,118)	-	-
Ipswich Borough Council - Rent fund	-	9,100	(9,100)	-	-
Weekend Opening Funding	11,951	15,451	(16,910)	-	10,492
Ipswich Borough Council - Running costs	-	40,000	(26,605)	-	13,395
	21,951	343,256	(333,619)	-	31,588
	1,017,209	1,189,826	(1,139,983)	-	1,067,052
Total funds					

Description of funds

Designated funds

Maintenance Sinking Fund	To cover the costs of cyclical and unexpected repairs and renovation on ihAg property, including vans and tools (where appropriate). Annual amount transferred from general funds to cover future costs.
Investment Fund	Fund to support the purchase of new IT, software, equipment etc. which will bring added benefit to ihAg systems or enable the generation of income.
Office Rent Fund	This fund is in place to be able to cover the office rent for the remainder of the lease (6 months to September 2022) at Carr Street.
Other Designated funds	Other funds relate to funds set out for operational and working capital requirements determined by the Trustees.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

18 Analysis of charitable funds (continued)

Description of funds (continued)

Restricted funds

Ipswich Locality Homelessness Partnership	Funding for administrator role for this partnership.
Funding for The Chapman Centre	This funding is for The Chapman Centre specifically and is made up mostly of donations in response to the Covid pandemic.
The National Lottery - Community Support Fund	This funding was from the National Lottery, in response to the pandemic, and was to help cover the salaries of those working at The Chapman Centre.
Money advice project	Funding to provide money advice service for those in need.
Money and pension service	Income has been received from the Money Advice Service to provide services giving advice on money and pensions.
Ipswich Borough Council - Rent fund	Funding for The Chapman Centre rent.
Weekend Opening Funding	To fund the weekend opening of The Chapman Centre.
Ipswich Borough Council - Running costs	Funding to cover costs of running The Chapman Centre.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2023

19 Analysis of net assets between funds

As at 31 March 2023

	Unrestricted funds £	Designated funds £	Restricted funds £	Total Funds 2023 £
Tangible fixed assets	275,000	-	-	275,000
Intangible fixed assets	-	-	-	-
Current assets	454,084	376,988	18,136	849,208
Creditors: Amounts falling due within one year	(119,616)	-	-	(119,616)
Net assets	609,468	376,988	18,136	1,004,592

As at 31 March 2022

	Unrestricted funds £	Designated funds £	Restricted funds £	Total Funds 2022 £
Tangible fixed assets	275,000	-	-	275,000
Intangible fixed assets	-	-	-	-
Current assets	451,848	440,630	39,668	932,146
Creditors: Amounts falling due within one year	(132,014)	-	(8,080)	(140,094)
Net assets	594,834	440,630	31,588	1,067,052

20 Reconciliation of net movement in funds to net cash flow from operation activities.

	Group 2023 £	Group 2022 £
Net (expenditure)/income for the year per Statement of Financial Activities	(62,460)	49,843
Adjustments for:		
Amortisation charges	-	4,491
Dividends, interest and rent from investments	(15,825)	(3,785)
Decrease in debtors	2,241	56,558
(Decrease) in creditors	(20,478)	(74,209)
Net cash (used in) / provided by operating activities	(96,523)	32,898

21 Analysis of cash and cash equivalents

	Group 2023 £	Group 2022 £
Cash at bank and in hand	781,079	861,776
Total cash and cash equivalents	781,079	861,776

Ipswich Housing Action Group Limited
Company limited by Guarantee
Notes to the financial statements (continued)
Year ended 31 March 2023

22 Analysis of charges in net debt

	At 1 April	Cash flows	At 31 March
	2022		2023
	£	£	£
Cash at bank and in hand	861,776	(80,697)	781,079
	861,776	(80,697)	781,079

23 Operating lease commitments

At 31 March 2023 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Charity	Group	Charity	Group
	2023	2023	2022	2022
	£	£	£	£
Not later than 1 year	16,850	16,850	21,384	21,384
Later than 1 year but not later than 5 years	20,475	20,475	29,575	29,575
	37,325	37,325	50,959	50,959

24 Related party transactions

Salary costs of £9,975 (2022: £11,126) were recharged to The Chapman Centre Trust from Ipswich Housing Action Group. A management charge of £1,734 (2022: £1,750) was recharged from Ipswich Housing Action Group Limited to The Chapman Centre Trust.

At the year end Ipswich Housing Action Group Limited was owed £42,617 by The Chapman Centre Trust (2022: £24,960 owed by The Chapman Centre Trust to Ipswich Housing Action Group).

25 Results of Ipswich Housing Action Group

During the year, the charity made a deficit of £14,893. The charity is not required to produce their own Statement of Financial Activities because of the exemption provision in Section 408 of the Companies Act 2006.

IPSWICH HOUSING ACTION GROUP LIMITED

England & Wales - Charity number 1107841

Accounts



Ipswich Housing Action Group Limited
Company limited by guarantee
Financial Statements
For the year ended 31 March 2022

Company Registration Number 05268499

Charity Number 1107841

Ipswich Housing Action Group Limited

Company limited by Guarantee

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Year ended 31 March 2022

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Ipswich Housing Action Group Limited

Company limited by guarantee

Trustees' Annual Report

Year ended 31 March 2022

The Trustees present their report and audited consolidated financial statements of the charity and group for the year end 31 March 2022 which are also prepared to meet the requirements for a director's report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and Administrative Details

Registered charity name	Ipswich Housing Action Group Limited
Charity registration number	1107841
Company registration number	05268499
Principal office and registered office	The Chapman Centre Black Horse Lane Ipswich Suffolk IP1 2EF

The trustees

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

Antonia Lancaster (Chair)
Daniel Bristow
Jeremy Hennell James (Treasurer)
Elaine Webb
Tracy Murphy (resigned 31/03/2022)
Thomas Jell
Christopher McEwen
David Jackson (resigned 30/12/2021)
Gemma Bloomfield

Chief Executive Officer and Company secretary Julie Ramsey

Auditor Lovewell Blake LLP
Chartered Accountants &
Statutory Auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
Norfolk
NR7 0LB

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Objectives and activities

a. Policies and objectives

The principal objects of Ipswich Housing Action Group (ihAg) are set out in its Memorandum and Articles of Association, which states;

"The Charity's objects are to relieve need, hardship and distress amongst the homeless and amongst those who are living in adverse housing conditions in Ipswich and the surrounding districts by the provision of accommodation and associated amenities".

b. Public benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

In summary, the aims of our charity are to support people, primarily those who are "non-statutory homeless" to access professional, non-judgemental advice, and guidance in order to better understand their situation and make informed decisions about their lives; and these fully reflect the purposes that the charity was set up to further.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2).

c. Strategies for achieving objectives

Due to the ongoing impact of the Covid-19 pandemic and National prevention measures, the Executive Board of Trustees approved a One Year Strategic Plan for 2021/22 with four key strategic objectives, and a detailed delivery plan to achieve those.

The Strategic Objectives were:

Further development of needs-led services, across all three core areas of Accommodation, Prevention and Support, which are Covid-19 resilient

- Review all current service delivery models with staff to ensure their relevance, and consider how these can be extended to meet anticipated demand.
- Redesign services that fulfill identified need and ensure these can be offered in a safe, effective, and innovative manner regardless of any Covid-19 restrictions which may be brought into place.
- Actively design and pilot interventions which we believe will address unmet need, and allocate our own resources alongside specifically sourced external funding.

Invest in the infrastructure and resources of the organisation in readiness for growth

- Review the staffing model of ihAg, and plan the introduction of key roles which enable growth across services, geography, and income.
- Review the technical and digital capability of the organisation, and invest in effective and flexible systems which fully meet our needs.
- Develop and implement an internal framework for capturing outcomes and performance of all services, including first-hand accounts of change from service users and partners.
- Develop and introduce a training programme for all staff, which includes relevant topics and best practice.

Increase unrestricted funding

- Implement a robust Fundraising Strategy with clear targets, campaigns and timelines, enabling ihAg to grow its income independently of Contracts, and provide flexibility in meeting service user needs.
- Develop relationships with local businesses to build corporate sponsorship and annual charity giving opportunities.
- Regularly review Trusts and Foundations criteria, and make applications based on our Vision, Mission, and knowledge of service user need.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Objectives and activities (continued)

c. Strategies for achieving objectives (continued)

Proactively develop a reputation as a leading provider of effective services

- Define and communicate the ihAg Service Offer through a clear Communications Strategy.
- Map local services, and identify gaps which can link into our offer.
- Raise the profile of ihAg through our Website, Social Media Accounts, Local Press and Partnerships, using campaigns, case studies and news-worthy stories.
- Strive to be the "Go To" service in our sector.

The strategy also restated ihAg's Mission:

"To work alongside people living with the experience of homelessness, and those facing the risk of homelessness due to the challenges of everyday life, and to enable them to move through their personal adversity to a place of security in their lives"

d. Activities undertaken to achieve objectives

ihAg's charitable activities are grounded in evidence-based practice, which has shown that having a secure and appropriate place to live is the platform from which a person is best placed to identify and address their other needs.

Our support is person-centred, and enables people to build their own resilience, thus preventing a cycle of homelessness, and reducing the pressure on "crisis" services.

In practice our objectives are achieved by:

- Providing emotional and practical, support, advice and guidance for people sleeping rough on the streets of Ipswich, or those at risk of homelessness, at our Homeless Hub, the Chapman Centre.
- Providing intensive person-led support to people who have felt unable to engage in other homelessness support services, via the "Housing First" approach.
- Providing temporary shared housing in Ipswich, with personalised support plans to enable people to address the personal adversity which led them to become homeless and build resilience to enable move on into permanent independent housing.
- The provision of professional money and debt advice across Suffolk, to prevent homelessness, and remove barriers to gaining alternative accommodation
- Being a proactive partner with other like-minded agencies, to support people experiencing homelessness, and their wider needs.

Delivery of services was affected by the Covid-19 prevention measures which continued to be in place during 2021/22, including the restriction on indoor activities.

Whilst support and advice was offered by text, phone and email, face-to-face support was offered by appointment only across all the services for most of the year. This decision was taken initially due to the Covid-19 prevention measures, and continued following service user feedback, which confirmed this was the preferred option by most people seeking our support.

The Senior Management team worked to achieve the Strategic Objectives through consultation with the staff team, liaison with other local support agencies, and discussion and agreement with the Board.

The safety, responsiveness and effectiveness of services remained a key focus during the year.

Fundraising Practices

ihAg developed an Income Generation Strategy for the year 2021/22, which focused on eight key activities:

- Create and implement a "marketing plan" to raise the ihAg profile, and connects with possible supporters
- Increase unrestricted funds
- Secure regular donors
- Secure community donors – faith groups, interest groups, schools
- Secure Corporate participation (% of profit for one month, Charity of the year, sponsorship events)
- Launch one "signature" event this year (with a view to build on this over the coming 3 years)
- Increase ways to give – Amazon Smile, The Big Give, #GivingTuesday, Tap & Donate
- Seek and secure additional opportunity to generate income

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Objectives and activities (continued)

d. Activities undertaken to achieve objectives (continued)

ihAg is registered with the Fundraising Regulator, to ensure good practice in our fundraising activity.

ihAg did not make any direct approaches to individuals, community groups or businesses during this financial year, as our focus has been on Trust and Foundations application. We have not received any complaints regarding our messaging or campaigns.

Achievements and performance

a. Service Delivery

ihAg core services have remained on offer throughout the financial year and have operated within the "Adapt and Flex Approach" which was adopted during the initial Covid-19 lockdown in 2020.

Face masks and hand sanitiser have been available to all service users and staff, and social distancing measures including screens have remained in place at ihAg premises.

During periods where national prevention measures have been lifted, service users have been asked to provide proof of a negative PCR test before attending appointments, and staff have been encouraged to take up the vaccinations on offer and use testing to prevent outbreaks in the workplace.

Service staff were also split into "bubbles" to ensure services could continue to operate safely if infection occurred.

A total of 1,647 people received regular support by the organisation during the year;

- 1,152 accessed support via the Chapman Centre
- 403 people engaged in the assessment process by Money Advice
- 92 people were supported with accommodation

The Chapman Centre

Advice Team

The advice team offered support via phone, email, and text during prevention measures restrictions, and reverted to face-to-face interviews when these were lifted. An appointment only system remained in operation, and service users stated that they preferred this to the previous drop-in arrangements, as it provided privacy, and an ability to focus on their own needs.

873 individuals received support from the Advice service, on topics ranging from homeless applications, welfare benefit entitlements, seeking grants for furniture, advocacy with other agencies, support to register for primary healthcare and legal rights.

163 individuals had not sought advice around homelessness from ihAg previously.

Weekend Service

The weekend service offered small group wellbeing sessions, for people who were already receiving support from the Advice Service and had struggled with isolation during the Covid-19 prevention measures.

508 people attended over the year, and engaged with discussion, games, and lunch.

Many reported that this was their first social interaction since the beginning of the pandemic, and attendance had increased their confidence in returning to a "normal" lifestyle and improved their overall wellbeing.

Outreach

The outreach staff conducted early morning "sweeps" of the town each weekday morning in a bid to find anyone who had bedded down over night, or as a direct response to a Streetlink Alert. Numbers found on any one morning have ranged between zero and eleven.

In total, 218 individuals have been located by Outreach this year, of which 143 were supported into emergency or temporary accommodation.

49 individuals accessed breakfast at the Centre, on a total of 116 occasions, and 30 individuals regularly accessed the shower facilities.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Achievements and performance (continued)

In-Reach

In-reach support was offered to people in emergency or temporary accommodation, who were at risk of being evicted.

61 people were supported to retain their tenancy and resolve the issues which may have led them to becoming homeless.

Partnership work

Community Dentist

The Community Dentist van has visited the Centre on a monthly basis to provide emergency dental treatment to people who are not registered with local dental surgeries. Several people required multiple appointments to complete extractions, fillings and the provision of dentures, and there is now a waiting list for people wishing to access this service in the new financial year.

OneLife Suffolk

OneLife Suffolk professionals have provided monthly clinics offering Heart Health checks from October 2021. Six people have accessed this service and have been supported to register with primary health care providers. Two of these required follow up appointments to address health concerns.

Health Outreach Clinics

Health Outreach nurses have accompanied the Outreach staff once a week to engage with people sleeping rough and have offered health appointments at the Centre at least twice a week when Covid-19 prevention measures were lifted.

The Health Outreach team offered Covid-19 vaccination sessions at the Centre, to people who were sleeping rough and in emergency accommodation.

Housing Services

Accommodation

ihAg accommodation has been available throughout the year for people who have registered with Housing Related Support Gateway.

All 54 bedspaces were occupied during the year. In total, thirty-one people moved on during this period, and a twenty-nine people were accepted as new residents

Housing First

ihAg has one Housing First support worker, offering intensive support to people with complex issues, which have previously prevented them from securing or maintaining a safe place to call home.

During this period ten individuals received support, seven of whom successfully secured accommodation, and maintained this for over three months.

By the end of the year, eight of the ten people supported had reduced occurrences of criminal behaviour, and all had engaged with support services for physical and mental health, and substance use.

Money Advice

ihAg Money Advisors continued to provide professional support and guidance via phone, text, and email during the year, and offered face-to-face appointments for people who requested this.

Many service users, particularly those with children, commented that this flexibility was extremely important to them.

Five hundred and seventy-six individuals were referred to the service, and four hundred and three completed the assessment process.

Advisors supported people to manage a total of £3,519,078 in debts, with an average per person of £12,964.

Through grant applications, a total additional income of £46,014 was secured, an average of £1,643 per person.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Achievements and performance (continued)

b. Strategic Performance

The Senior Management Team have met weekly to oversee and review the day-to-day operations of the organisation and review the strategic objectives and delivery plan.

Further development of needs-led services, across all three core areas of Accommodation, Prevention and Support, which are Covid-19 resilient.

The Housing Services Manager has been holding discussions with Ip Serv, the property arm of the Local Authority, with a view to secure additional property which ihAg can lease to people who have been homeless.

This has been a long process due to a number of factors, but as of 31 March, the negotiations look very favorable for four additional properties to come on board within the next 6-9 months.

Invest in the infrastructure and resources of the organisation in readiness for growth

The Board of Trustees agreed to use money from the designated funds to invest in the infrastructure of the organisation. A new cloud-based HR package has been implemented, which has streamlined HR record keeping and reporting.

All laptops have been upgraded to Windows 10, and storage has been moved to a cloud-based system. This has increased the reliability of IT and improved the effectiveness of the hybrid working approach which has been in place throughout the year

Research has continued in relation to a case management system, which can be adopted by all three services.

Increase unrestricted funding

Although the role of the Fundraising Assistant has not been filled, the CEO has continued to apply for small grants for core services and seek financial support from other local community groups.

The number of regular donors has increased, and December and January saw a higher level of donations due to the social media Christmas campaign.

This objective will remain a priority for the coming year.

Proactively develop a reputation as a leading provider of effective services

The CEO has responded to all media requests, and the work of the organisation has been highlighted in a number of newspaper articles.

The website content has been refreshed regularly, and social media content has been both planned and responsive to current news stories.

ihAg has been represented at all Ipswich Locality Homelessness Partnership (ILHP) meetings, and at a number of County and National forums.

c. Income Generation

To achieve the objectives of the Income Generation Strategy, ihAg made two attempts to recruit a Fundraising Assistant, to support the CEO in identifying and connecting with potential donors and the development of a campaigns and events schedule.

Recruitment was unsuccessful, possibly because there were several similar roles available during the year with other agencies. It is possible that this was a ripple effect of the Covid-19 pandemic preventing the traditional types of fundraising events taking place.

The CEO and Trustees agreed to place a hold the recruitment for this. Having reviewed this decision the Executive Board of Trustees and Chief Executive Officer have agreed to increase the capacity of the Senior Team by creating the role of Director of operations, and this will be advertised in early 2023.

Due to the Covid-19 prevention measures, the majority of "profile raising" activity took place digitally, via ihAg social media channels and website.

ihAg did not make any direct approaches to individuals, community groups or businesses during this financial year, and have not received any complaints regarding our messaging or campaigns.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Financial review

a. Going Concern

The CEO has sought to secure additional funds from Trusts and Foundations and has a sound Income Generation Strategy in place.

The HRS Contract was further extended during this financial year, and it was confirmed in September 2022 that ihAg had successfully retained their contract. This is an initial five-year contract, with the possibility of a two-year extension.

In addition, The Board of Trustees and CEO have agreed a plan for growth and is already in discussions with the Local Authority regarding securing additional properties in the locality, which would provide sustainable move-on accommodation, and additional income.

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis in preparing the financial statements.

Further details regarding the adoption of the 'going concern' basis can be found in the Accounting Policies.

b. Principle Source of Income

ihAg's main source of income is from Contracts with Local Authorities. ihAg is one of the providers of choice of Suffolk County Council for the Housing Related Support (HRS) contract; Ipswich Borough Council for the Rough Sleeper Initiative Outreach, In Reach and Housing First contracts; Money and Pensions Service and Sodexo for Money Advice service contracts.

Providing the HRS accommodation also provides ihAg with rental income.

We are also the recipient of a Reaching Communities Grant from the Lottery, to fund the weekday Advice Service; a Mulberry Trust Grant to fund the weekend Advice Service; and two Community Grants from Ipswich Borough Council.

c. Other Income

ihAg is fortunate to have a number of supporters who donate money on a monthly basis, and some who give on two or three occasions during the year. We are incredibly grateful to everyone who has chosen to donate in this way to the organisation.

We are also grateful to the Suffolk Community and L D Rope Trust, who have both made application for small grants simple and straightforward and provide a speedy response to requests.

In addition, this year ihAg has received monies from the Health Hearts Fund to work in partnership with a local health support provider to offer heart health checks to people who may have pre-existing conditions due to lifestyles.

Advice UK also made a payment in relation to costing incurred in obtaining debt relief orders.

Reserves Policy

ihAg's reserves policy states:

"The Trustees are committed to ensuring funds that are available to spend on the beneficiaries of the Charity are maximised, whilst retaining sufficient funds to cover current and future liabilities.

The charity will maintain minimum reserves equivalent to at least 3 months core expenditure and ideally aim to accumulate reserves equivalent of at least 6 months expenditure to provide the ability to meet unforeseen expenditure and provide flexibility in meeting growing demands."

Ipswich Housing Action Group Limited

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Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Financial review (continued)

Designation of Funds and Free Reserves

The Trustees have agreed to maintain designated funds for specific purposes, including the maintenance of ihAg properties and the ability to develop and grow its support provision.

Designated funds held at the year end totalled £440,630 made up of the following funds. The Maintenance Fund (Sinking Fund) totals £169,819, Welfare Fund at £12,327, Office Rental Fund at £11,052, Investment fund at £134,373, Development Fund at £25,000 and other designated funds of £88,059.

Restricted funds held at the year end totalled £31,588 (2021: £21,951). The restricted funds are detailed in note 18 of these financial statements.

ihAg defines its free reserves as "... that part of its funds which relate to cash that is available to be spent freely on any of ihAg's objects". Free Reserves at the year end total £319,834 (2021: £276,533).

The CEO includes agreed spend on development in the annual budget presentation and submit a detailed business case for any additional spending requests during the financial year.

Material Investment Policy

ihAg holds its reserves in investment accounts and the focus of the Policy is to preserve the security of the funds whilst maximising the returns earned. Comparative interest rates are assessed on a regular basis but there is very little scope for secure investments returning more than the very low Bank of England Base Rate.

Additionally, ihAg has taken steps to spread its risk by keeping its reserves in a range of institutions.

Plans for Future Developments

The post Covid-19 funding environment continues to change, not least because of the emergence of a Cost-of-Living Crisis. The Board of Trustees agreed that it would be prudent to develop another One Year Strategy for 2022/23, with a focus on service user experience and organisational stability. This Strategy will enable us to build on our current strengths, develop a stronger sense of purpose and achievements, and raise our external profile as a provider of effective services.

The Strategy has three Strategic Objectives;

- Further development of needs-led services, across all three core areas of Accommodation, Prevention and Support
- Service User Engagement
- Partnership working across Suffolk

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Structure, governance, and management

a. Constitution

The organisation is a charitable company limited by guarantee and was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members, currently set as the Directors of the company, are required to contribute an amount of not exceeding £10. The charitable company is a registered charity, number 1107841.

b. Method of Appointment or Election of Directors/Trustees

The Directors may agree to actively seek new Directors through recruitment activities, and these will be administered by the Chief Executive Officer of ihAg, and the HR Officer. The Chair will offer to meet with potential new Directors, to discuss and evaluate their understanding of and suitability for the role of Director of the Company, and the degree to which they meet the current needs of the Board in terms of skill, experience, and diversity.

The Board will then consider the appointment and if satisfied, they will co-opt the applicant to the Board until the next Annual general Meeting takes place.

The Directors of the company are ex officio Trustees for the purpose of charity law. The Memorandum and Articles of Association require a minimum of three Directors. As of 31 March 2022, there are 7 members of the Board. The Memorandum and Articles of Association require that half of the membership retire annually. The members to retire are those that have been in office the longest. Retiring members are eligible for re-election. The members of the Board of Directors have the power to co-opt members to the Board; any such members hold office until the next Annual General Meeting when they are eligible to stand for election.

c. Policies adopted for the Induction and training of Directors/Trustees

ihAg has an Induction Policy which relates to all new staff, volunteers, and Trustees, and states "New Trustees will receive an induction period for their first 6 months which includes specific training on the role of being a Trustee, the work of ihAg, and the opportunity to shadow staff within the services". This induction process is organised by the Chair of the Board and the Chief Executive Officer.

d. Policy Statements

Below are the summaries of our major policy statements:

Equality, Diversity, and Inclusion

ihAg's Equality and Diversity in the Workplace Policy states:

"ihAg is an equal opportunities employer and actively supports Human Rights, and all Equality legislation and is committed to safeguarding the welfare of people with vulnerabilities. ihAg strives to be an inclusive employer, who values people as individuals, celebrates their differences, and provides support to enable staff to reach their potential in the workplace"

The Board of Trustees and CEO have agreed to actively diversify the Board membership during the recruitment of new Trustees over the coming 12 months.

The Senior Management team will continue to monitor the diversity of the wider ihAg staff team, to ensure this reflects the changing demographic of the local community.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Structure, governance, and management (continued)

d. Organisational structure and decision making

The Board of Directors is legally responsible for the management and control of the charity; the Directors meet eight times per year and hold an Annual General Meeting in accordance with the governing document. They also have the authority to establish Board committees.

e. Key management personnel

In addition, the Directors/Trustees are responsible for agreeing the remuneration package for the Chief Executive Officer and agreeing any subsequent pay review for all ihAg staff.

The Board of Directors delegates day-to-day responsibility for the management of ihAg to the Chief Executive Officer. Through a Delegation of Authority process, the Chief Executive Officer also delegates some day-to-day decision-making responsibilities to the Service Managers, who alongside the Chief Executive Officer, form the Senior Management Team.

f. Governance

As of 31 March 2022, the Board membership of seven Trustees provides ihAg with a balanced range of appropriate skills, experiences and working styles to develop a strong and effective Board.

Throughout this financial year, the Trustees have held full Executive meetings every other month, with a more informal "catch-up" meeting every other month.

This has ensured there was up to date information moving between the Executive Board and the Senior Management team during the Covid-19 prevention measure periods, and a good sense of the impact of this on the service provision and staff wellbeing.

At the end of each operational quarter, the Executive Board have reviewed the financial and contractual performance of the services, alongside the CEO's reporting on risk, safeguarding, health and safety and GDPR compliance.

These meetings have been a mix of virtual and face-to-face, as the restrictions have allowed.

Several ihAg Trustees are also Trustees for the Chapman Centre Trust and have continued to review the benefits of the two charities. ihAg is the sole member of The Chapman Centre Trust.

As the majority of contracts and funding sources held are in the name of ihAg, it has been agreed to review the need of the separate trust at the end of 2022/23

g. Related party relationships

None of ihAg's Trustees receive remuneration or other benefit from their work with the charity. Any connection between a Trustee or senior manager of the charity with an entity with which it does business must be disclosed to the full Board of Trustees.

In the current year, no such related party transactions were reported.

h. Risk Assessment and Management

The significant risks for 2021/22 were identified as: -

- Continuing risks relating to the pandemic
- Recommissioning of contracts
- Ability to raise unrestricted funds
- Robust Business Continuity Plans

The risks associated with the pandemic were multi-layered and changed as the lockdown restrictions were eased and then re-imposed. The main areas of concern were:

- Operational risks – services being able to operate, meet contractual requirements, be responsive to changing needs
- Financial risks – funding opportunities to support additional needs, impact on recommissioning of services, ihAg rent collection
- Health and Safety risks – maintaining safe environments for service users, safe working environments for staff, compliance with Government and HSE requirements, robust health and safety protocols to manage any Covid-19 outbreaks within supported accommodation, or staff team, ongoing impact on staff health and wellbeing

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Structure, governance, and management (continued)

h. Risk Assessment and Management (continued)

The Senior Management team continued to meet weekly to review the risks and impact of the Covid-19 prevention measures and maintained regular contact with staff regarding working practices.

Both the Money and Pensions Service contract for Money Advice Services, and the Suffolk County Council Housing Related Support contract were extended at the end of the financial year 2020/21 and a revised timetable for the tendering process was announced.

The Senior Management team, and the Board of Trustees acknowledged this was a difficult and challenging time for the staff teams involved with the delivery of these services and maintained regular dialogue to discuss concerns.

Opportunities to hold fundraising events were severely reduced due to the Covid-19 prevention measures, and the CEO continued to use social media channels to raise the profile of the organisation and encourage the support of donors.

Toward the end of the financial year, the Senior Management team reviewed the organisation's Business Continuity Plans, to ensure they were sufficiently robust, and to ensure they captured good practice which had been adopted in response in to the Covid-19 pandemic.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Trustees' Annual Report (incorporating the director's report) (continued)

Year ended 31 March 2022

Statement of Trustees' responsibilities

The Trustees (who are also Directors of Ipswich Housing Action Group Limited 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, which give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including income and expenditure, of the charitable company and the group 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 (FRS102);
- Make judgments and accounting 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; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company and group 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 the group 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 the group 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.

Disclosure of information to auditor

Each of the persons who are Trustees, at the time when this Trustees' Report is approved, has confirmed that:

- so far as the Trustee is aware, there is no relevant audit information of which the group's auditor is unaware; and
- that the Trustee has taken all the steps that they ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the group's auditor is aware of that information.

Auditor

Larking Gowen resigned as Auditors of ihAg on 9 May 2022.

Lovewell Blake were formally appointed as Auditors of ihAg on 27 May 2022

This report was approved by the Trustees, on 14 December 2022 and signed on their behalf by:

Antonia Lancaster

Chair / Trustee

Jeremy Hennell James

Treasurer / Trustee

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

Year ended 31 March 2022

Opinion

We have audited the financial statements of Ipswich Housing Action Group Limited (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise Consolidated Statement of Financial Activities (including income and expenditure account), Consolidated Balance Sheet, Consolidated Statement of Cash Flow 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 group's and parent charitable company's affairs as at 31 March 2022, and of the group's incoming resources and application of resources 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 and the Charities Act 2011.

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the 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 themselves 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 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 group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 require us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's 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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

Year ended 31 March 2022

Matters on which we are required to report by exception (continued)

- we have not received all the information and explanations we require for our audit.
- 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 the trustees

As explained more fully in the trustees' responsibilities statement (set out on page 9), the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of 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 group's and parent charity'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 group or the parent charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Enquiry of management and those charged with governance to confirm there are no instances of fraud or non-compliance with laws and regulations.
- Review of disclosures within the financial statements and vouching these to supporting documentation to ensure compliance with applicable laws and regulations.
- Review of key accounting estimates, to ensure reasonable and no signs of management bias.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the rationale of significant transactions outside the normal course of activities and reviewing accounts estimates for bias.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-forauditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Independent Auditor's Report to the Members and Trustees of Ipswich Housing Action Group Limited

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 and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members and its trustees 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 and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Mark Proctor FCA DChA (Senior Statutory Auditor)

For and on behalf of
Lovewell Blake LLP
Chartered Accountants & statutory auditor
Bankside 300
Peachman Way
Broadland Business Park
Norwich
NR7 0LB

21 December 2022

Lovewell Blake LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated statement of financial activities (including income and expenditure account)

Year ended 31 March 2022

	Notes	General Funds	Restricted Funds	2022 Total	2021 Total
		£	£	£	£
Income and endowments					
Donations and legacies	5	25,093	-	25,093	20,624
Charitable activities	6	817,692	343,256	1,160,948	1,226,131
Investment income	7	3,785	-	3,785	4,398
Total income		846,570	343,256	1,189,826	1,251,153
Expenditure					
Raising funds	8	(2,626)	-	(2,626)	(11,871)
Charitable activities	9	(803,738)	(333,619)	(1,137,357)	(1,182,940)
Total expenditure		(806,364)	(333,619)	(1,139,983)	(1,194,811)
Net income before transfers		40,206	9,637	49,843	56,342
Transfers between funds		-	-	-	-
Net income and net movement in funds		40,206	9,637	49,843	56,342
Reconciliation of funds					
Total funds brought forward		995,258	21,951	1,017,209	960,867
Total funds carried forward	18	1,035,464	31,588	1,067,052	1,017,209

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

The notes set out on pages 19 - 30 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated and Charity Balance Sheet

Year ended 31 March 2022

	Notes	2022 Charity £	2022 Group £	2021 Charity £	2021 Group £
Fixed Assets					
Intangible fixed assets	13	-	-	4,491	4,491
Tangible fixed assets	14	275,000	275,000	275,000	275,000
		<u>275,000</u>	<u>275,000</u>	<u>279,491</u>	<u>279,491</u>
Current Assets					
Debtors	16	81,210	70,370	126,928	126,928
Cash at bank and in hand	21	795,289	861,776	774,109	825,093
		<u>876,499</u>	<u>932,147</u>	<u>901,037</u>	<u>952,021</u>
Creditors: amounts falling due within one year	17	<u>(132,014)</u>	<u>(140,094)</u>	<u>(198,950)</u>	<u>(214,303)</u>
Net current liabilities		<u>744,485</u>	<u>792,052</u>	<u>702,087</u>	<u>737,718</u>
Total assets less current liabilities		<u>1,019,485</u>	<u>1,067,052</u>	<u>981,578</u>	<u>1,017,209</u>
Funds of the charity					
Unrestricted funds	18	1,011,784	1,035,464	971,578	995,258
Restricted funds	18	7,701	31,588	10,000	21,951
Total charity funds		<u>1,019,485</u>	<u>1,067,052</u>	<u>981,578</u>	<u>1,017,209</u>

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

These financial statements were approved by the board of trustees and authorised for issue on 14 December 2022 and are signed on behalf of the board by:

A Lancaster
Chair of Trustees

Company registration number: 05268499

The notes set out on pages 19 - 30 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Consolidated statement of cash flows

Year ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Net cash from operating activities	20	<u>32,898</u>	<u>143,205</u>
Cash flows from investing activities			
Dividends, interest and rents from investments		3,785	4,398
Purchase of intangible assets		-	(8,982)
Net cash used in investing activities		<u>3,785</u>	<u>(4,584)</u>
Net increase in cash and cash equivalents		36,683	138,621
Cash and cash equivalents at beginning of year		825,093	686,472
Cash and cash equivalents at end of year	21	<u>861,776</u>	<u>825,093</u>

The notes set out on pages 19 - 30 form an integral part of the accounts

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements

Year ended 31 March 2022

1 General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales.

The address of the registered office is The Chapman Centre, Black Horse Lane, Ipswich, Suffolk, IP1 2EF.

2 Statement of compliance

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.

3 Accounting policies

(a) Basis of accounting

The financial statements have been prepared on the historical cost basis.

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

(b) Going concern

The CEO has sought to secure additional funds from Trusts and Foundations and has a sound Income Generation Strategy in place.

With the success in winning the HRS contract in conjunction with the other funds already secured for the coming years the charity has a good basis for this expansion.

In addition, The Board of Trustees and CEO have agreed a plan for growth and is already in discussions with the Local Authority regarding securing additional properties in the locality, which would provide sustainable move-on accommodation, and additional income.

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the 'going concern' basis in preparing the financial statements.

(c) Fund accounting

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

Designated funds are unrestricted funds available for use at the discretion of the trustees to further any of the group's purposes.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal.

(d) Income

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

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

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

3 Accounting policies continued

(e) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered under partial exemption, and is reported as part of the expenditure to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities.
- expenditure on charitable activities includes all costs incurred by the group in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the group apportioned to charitable activities.
- governance costs include those costs associated with meeting the constitutional and statutory requirements of the group and include the audit fees and costs linked to the strategic management of the group.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(f) Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis.

(g) Intangible assets

Intangible assets are initially recorded at cost, and are subsequently stated at cost less any accumulated amortisation and impairment losses.

(h) Amortisation

Amortisation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful life of that asset as follows:

Website development - 50% straight line

If there is an indication that there has been a significant change in amortisation rate, useful life or residual value of an intangible asset, the amortisation is revised prospectively to reflect the new estimates.

Amortisation costs in the year are included under Charitable activities.

(i) Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation.

All new computer equipment is charged directly to the SOFA, as the Trustees consider that it is immediately impaired.

Furniture within the rental properties is replaced as necessary and the Trustees consider this to be revenue expenditure and it is therefore charged direct to the SOFA.

(j) Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Motor vehicles - 20% straight line

Office equipment - 25% straight line

No depreciation is provided in respect of freehold property as, in the opinion of the Trustees the estimated residual value is in excess of the net book value.

(k) Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements

Year ended 31 March 2022

3 Accounting policies continued

(l) Redundancy

Where an obligation to make a redundancy or termination payment exists, the costs incurred by the charity are accounted for on an accruals basis and included wages and salaries.

(m) Consolidation

The financial statements consolidate the results of the Charity and its wholly owned subsidiary, The Chapman Centre Trust on a line by line basis. A separate Statement of Financial Activities of Income and Expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemption of Section 408 of the Companies Act 2006.

(n) Pensions

The group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the group to the fund in respect of the year.

4 Limited by guarantee

The Trust is a company limited by guarantee. Each member of the Trust undertakes to contribute such an amount (not exceeding £10) as may be required in the event of winding up.

5 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations and memberships	25,093	-	25,093	20,624	-	20,624
	<u>25,093</u>	<u>-</u>	<u>25,093</u>	<u>20,624</u>	<u>-</u>	<u>20,624</u>

6 Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Rent Receivable	428,309	-	428,309	413,788	-	413,788
Service contracts	249,948	-	249,948	250,200	-	250,200
Money and pensions service	-	138,351	138,351	35,000	119,759	154,759
Housing First	38,930	-	38,930	38,331	-	38,331
Ipswich Borough Council Grant	7,000	-	7,000	7,000	-	7,000
MHCLG - Rough Sleeper Initiative	87,396	-	87,396	85,682	-	85,682
Big Lottery Community Fund	-	-	-	-	52,552	52,552
The National Lottery Community	-	-	-	-	49,184	49,184
Money advice project	-	11,118	11,118	-	56,588	56,588
Lottery funding for Chapman Centre	-	125,716	125,716	-	-	-
Other Chapman Centre Funding	-	67,620	67,620	300	89,881	90,181
Coronavirus Job Retention Scheme	200	451	651	19,025	-	19,025
Other income	5,909	-	5,909	8,841	-	8,841
	<u>817,692</u>	<u>343,256</u>	<u>1,160,948</u>	<u>858,167</u>	<u>367,964</u>	<u>1,226,131</u>

7 Investment income

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Interest received	3,785	-	3,785	4,398	-	4,398
	<u>3,785</u>	<u>-</u>	<u>3,785</u>	<u>4,398</u>	<u>-</u>	<u>4,398</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

8 Costs of other trading activities

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£	£	£	£
Fundraising	852	-	852	477	-	477
Tenant participation	19	-	19	79	-	79
Welfare costs	1,755	-	1,755	11,315	-	11,315
	<u>2,626</u>	<u>-</u>	<u>2,626</u>	<u>11,871</u>	<u>-</u>	<u>11,871</u>

Costs of raising funds include the costs of grant applications, however income from successful grants is included in charitable activities.

9 Expenditure on charitable activities

	Activities undertaken directly	Support costs	Total Funds 2022	Activities undertaken directly	Support costs	Total Funds 2021
	£	£	£	£	£	£
Provision of housing	473,786	40,821	514,607	461,195	49,608	510,803
Advice services	243,874	51,063	294,937	266,093	54,570	320,663
Money advice services	270,559	57,254	327,813	290,291	61,183	351,474
	<u>988,219</u>	<u>149,138</u>	<u>1,137,357</u>	<u>1,017,579</u>	<u>165,361</u>	<u>1,182,940</u>

Included within Provision of housing are bad debt write offs of £14,521 (2021: £18,049).

Analysis of support costs

2022	Provision of housing	Advice services	Money advice services	Total Funds 2022
	£	£	£	£
Training/recruitment	2,430	2,673	2,997	8,100
Office costs	26,367	36,154	40,537	103,058
Membership and subscriptions	1,273	1,400	1,570	4,243
Administration costs	-	-	-	-
Premises costs	1,473	1,620	1,817	4,910
Amortisation	1,347	1,482	1,662	4,491
Governance	7,931	7,734	8,671	24,336
	<u>40,821</u>	<u>51,063</u>	<u>57,254</u>	<u>149,138</u>
2021	Provision of housing	Advice services	Money advice services	Total Funds 2021
	£	£	£	£
Training/recruitment	1,931	2,124	2,380	6,435
Office costs	27,038	29,742	33,348	90,128
Membership and subscriptions	967	1,064	1,193	3,224
Administration costs	9,974	10,972	12,301	33,247
Premises costs	871	958	1,075	2,904
Amortisation	1,347	1,482	1,662	4,491
Governance	7,480	8,228	9,224	24,932
	<u>49,608</u>	<u>54,570</u>	<u>61,183</u>	<u>165,361</u>

Analysis of governance costs

	2022	2021
	£	£
Auditors remuneration - audit services	11,940	8,280
Auditors remuneration - independent examination of subsidiary	3,000	1,860
Auditors remuneration - non audit services	-	4,432
Other professional costs	9,015	9,967
Trustee expenses	381	393
	<u>24,336</u>	<u>24,932</u>

Ipswich Housing Action Group Limited

Company limited by guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

10 Net income

Net income is started after charging

	2022	2021
	£	£
Operating leases	55,251	12,000
Amortisation of fixed assets	4,491	4,491
	<u>4,491</u>	<u>4,491</u>

11 Staff costs

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

	2022	2021
	£	£
Wages and salaries	656,279	689,939
Social security costs	46,536	53,929
Employer contributions to pension plans	42,758	45,634
	<u>745,573</u>	<u>789,502</u>

Wages and salaries include statutory redundancy pay of £nil (2021: £nil).

Throughout the period the group employed the following number of employees on either a full time or part time basis.

	Group 2022	Group 2021
Charitable activities	27	31
Management and administration staff	4	4
	<u>31</u>	<u>35</u>

No employee received employee benefits of more than £60,000 during the year (2021: None).

Key Management Personnel

The total value of remuneration and benefits received by four members of Key Management Personnel was £146,845 (2021: one member, £55,782).

12 Trustee remuneration and expenses

No Trustees received remuneration or expenses during the year (2021: £Nil).

Trustees' expenses totaling £Nil (2021: £50).

13 Intangible Fixed Assets - Group

	Website development £	Total £
Cost		
As at 1 April 2021 and at 31 March 2022	<u>8,982</u>	<u>8,982</u>
Depreciation		
As at 1 April 2021	4,491	4,491
Charge for the period	4,491	4,491
As at 31 March 2022	<u>8,982</u>	<u>8,982</u>
Net book value		
As at 31 March 2022	<u>-</u>	<u>-</u>
As at 31 March 2021	<u>4,491</u>	<u>4,491</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

14 Tangible Fixed Assets - Group and Charity

	Freehold property	Motor vehicles	Office equipment £	Total £
Cost				
As at 1 April 2021 and 31 March 2022	275,000	27,051	4,716	306,767
Depreciation				
As at 1 April 2021	-	27,051	4,716	31,767
Charge for the period	-	-	-	-
As at 31 March 2022	-	27,051	4,716	31,767
Net book value				
As at 31 March 2022	275,000	-	-	275,000
As at 31 March 2021	275,000	-	-	275,000

15 Subsidiary charity

On 25 January 2017, The Chapman Centre Trust (a charitable company, limited by guarantee) was incorporated. The Chapman Centre Trust Company registration number is 10584100 and Charity registration number is 11775598, Ipswich Housing Action Group Limited holds the majority of the voting rights and has the right to appoint or remove a majority of its board of directors, therefore The Chapman Centre Trust is a subsidiary of Ipswich Housing Action Group Limited.

	2022	2021
	£	£
Gross income	55,451	65,050
Expenditure	(43,515)	(63,024)
Surplus	11,936	2,026
	2022	2021
	£	£
Total assets	80,607	56,117
Total liabilities	(33,040)	(20,486)
Total funds	47,567	35,631

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

16 Debtors	2022 Charity £	2022 Group £	2021 Charity £	2021 Group £
Trade debtors	40,200	40,200	55,896	55,896
Prepayments and accrued income	11,300	25,420	6,847	6,847
Other debtors	4,750	4,750	64,185	64,185
Amounts due from group undertakings	24,960	-	-	-
	<u>81,210</u>	<u>70,370</u>	<u>126,928</u>	<u>126,928</u>

17 Creditors: Amounts falling due within one year	2022 Charity £	2022 Group £	2021 Charity £	2021 Group £
Trade creditors	14,673	14,673	15,430	15,430
Amounts owed to group undertakings	-	-	5,133	-
Other taxation and social security	13,124	13,124	75,926	79,552
Accruals and deferred income	97,883	105,963	92,237	109,097
Other creditors	6,334	6,334	10,224	10,224
	<u>132,014</u>	<u>140,094</u>	<u>198,950</u>	<u>214,303</u>

	2022 Charity £	2022 Group £	2021 Charity £	2021 Group £
Deferred income brought forward	64,143	79,143	30,970	30,970
Deferred during the year	75,436	80,516	64,143	79,143
Released during the year	(64,143)	(79,143)	(30,970)	(30,970)
Deferred income carried forward	<u>75,436</u>	<u>80,516</u>	<u>64,143</u>	<u>79,143</u>

Deferred income comprises contract and grant income received in advance.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

18 Analysis of charitable funds

Year ended 31 March 2022

Unrestricted funds

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	276,533	846,570	(793,269)	(10,000)	319,834
	<u>551,533</u>	<u>846,570</u>	<u>(793,269)</u>	<u>(10,000)</u>	<u>594,834</u>
Designated funds					
Maintenance Sinking Fund	159,819	-	-	10,000	169,819
Investment Fund	134,373	-	-	-	134,373
Office Rent Fund	24,147	-	(13,095)	-	11,052
Other Designated funds	125,386	-	-	-	125,386
	<u>443,725</u>	<u>-</u>	<u>(13,095)</u>	<u>10,000</u>	<u>440,630</u>
	<u>995,258</u>	<u>846,570</u>	<u>(806,364)</u>	<u>-</u>	<u>1,035,464</u>
Restricted funds					
Ipswich Locality Homelessness Partnership	10,000	-	(2,299)	-	7,701
Funding for Chapman Centre	-	3,520	(3,520)	-	-
The National Lottery - Community Support Fund	-	125,716	(125,716)	-	-
Money and pension service	-	138,351	(138,351)	-	-
Money advice project	-	11,118	(11,118)	-	-
Ipswich Borough Council - Rent fund	-	9,100	(9,100)	-	-
Weekend Opening Funding	11,951	15,451	(16,910)	-	10,492
Ipswich Borough Council - Running costs	-	40,000	(26,605)	-	13,395
	<u>21,951</u>	<u>343,256</u>	<u>(333,619)</u>	<u>-</u>	<u>31,588</u>
Total funds	<u>1,017,209</u>	<u>1,189,826</u>	<u>(1,139,983)</u>	<u>-</u>	<u>1,067,052</u>

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

18 Analysis of charitable funds (continued)

Year ended 31 March 2021

Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	219,913	871,444	(798,187)	(16,637)	276,533
	<u>494,913</u>	<u>871,444</u>	<u>(798,187)</u>	<u>(16,637)</u>	<u>551,533</u>
Designated funds					
Maintenance Sinking Fund	144,502	-	(1,320)	16,637	159,819
Investment Fund	136,681	-	(2,308)	-	134,373
Office Rent Fund	39,801	-	(15,654)	-	24,147
Other Designated funds	125,430	11,745	(11,789)	-	125,386
	<u>446,414</u>	<u>11,745</u>	<u>(31,071)</u>	<u>16,637</u>	<u>443,725</u>
	<u>941,327</u>	<u>883,189</u>	<u>(829,258)</u>	<u>-</u>	<u>995,258</u>
Restricted funds					
Ipswich Locality Homelessness Partnership	10,000	-	-	-	10,000
Funding for Chapman Centre	-	18,306	(18,306)	-	-
Big Lottery Fund Grant - Reaching Communities	-	52,552	(52,552)	-	-
The National Lottery - Community Support Fund	-	49,184	(49,184)	-	-
Money advice project	-	56,588	(56,588)	-	-
Money and pension service	-	119,759	(119,759)	-	-
Ipswich Borough Council - Rent fund	-	6,825	(6,825)	-	-
The National Lottery - Awards for All	9,540	-	(9,540)	-	-
Weekend Opening Funding	-	24,750	(12,799)	-	11,951
Ipswich Borough Council - Running costs	-	40,000	(40,000)	-	-
	<u>19,540</u>	<u>367,964</u>	<u>(365,553)</u>	<u>-</u>	<u>21,951</u>
Total funds	<u>960,867</u>	<u>1,251,153</u>	<u>(1,194,811)</u>	<u>-</u>	<u>1,017,209</u>

Description of funds

Designated funds

Maintenance Sinking Fund	To cover the costs of cyclical and unexpected repairs and renovation on ihAg property, including vans and tools (where appropriate).
Investment Fund	Fund to support the purchase of New IT, software, equipment etc. which will bring added benefit to ihAg systems or enable the generation of income.
Office Rent Fund	This fund is in place to be able to cover the office rent for the remainder of the lease (6 months to September 2022) at Carr Street.
Other Designated funds	Other funds relate to funds set out for operational and working capital requirements determined by the Trustees.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

18 Analysis of charitable funds (continued)

Description of funds (continued)

Restricted funds

Ipswich Locality Homelessness Partnership	Funding for administrator role for this partnership.
Funding for Chapman Centre	This funding is for the Chapman Centre specifically and is made up mostly of donations in response to the Covid pandemic.
Big Lottery Fund Grant - Reaching Communities	This funding was to help cover the salaries of those working at The Chapman Centre.
The National Lottery - Community Support Fund	This funding was from the National Lottery, in response to the pandemic, and was to help cover the salaries of those working at The Chapman Centre.
Money advice project	Funding to provide money advice service for those in need.
Money and pension service	Income has been received from the Money Advice Service to provide services giving advice on money and pensions.
Ipswich Borough Council - Rent fund	Funding for The Chapman Centre rent.
The National Lottery - Awards for All	Funding from the National Lottery, in response to the pandemic, and was to help cover the salaries of those working at The Chapman Centre.
Weekend Opening Funding	To fund the weekend opening of The Chapman Centre.
Ipswich Borough Council - Running costs	Funding to cover costs of running The Chapman Centre.

Ipswich Housing Action Group Limited

Company limited by Guarantee

Notes to the financial statements (continued)

Year ended 31 March 2022

19 Analysis of net assets between funds

As at 31 March 2022

	Unrestricted funds	Designated funds	Restricted funds	Total Funds 2022
	£	£		£
Tangible fixed assets	275,000	-	-	275,000
Intangible fixed assets	-	-	-	-
Current assets	451,849	440,630	39,668	932,147
Creditors: Amounts falling due within one year	(132,014)	-	(8,080)	(140,094)
Net assets	594,834	440,630	31,588	1,067,052

As at 31 March 2021

	Unrestricted funds	Designated funds	Restricted funds	Total Funds 2021
	£	£		£
Tangible fixed assets	275,000	-	-	275,000
Intangible fixed assets	4,491	-	-	4,491
Current assets	486,345	443,725	21,951	952,021
Creditors: Amounts falling due within one year	(214,303)	-	-	(214,303)
Net assets	551,533	443,725	21,951	1,017,209

20 Reconciliation of net movement in funds to net cash flow from operation activities.

	Group 2022 £	Group 2021 £
Net income for the year (per Statement of Financial Activities)	49,843	56,342
Adjustments for:		
Amortisation charges	4,491	4,491
Dividends, interest and rent from investments	(3,785)	(4,398)
Decrease / (increase) in debtors	56,558	(34,159)
(Decrease) / increase in creditors	(74,209)	120,929
Net cash provided by operating activities	32,898	143,205

21 Analysis of cash and cash equivalents

	Group 2022 £	Group 2021 £
Cash at bank and in hand	861,776	825,093
Total cash and cash equivalents	861,776	825,093

Ipswich Housing Action Group Limited
Company limited by Guarantee
Notes to the financial statements (continued)
Year ended 31 March 2022

22 Analysis of charges in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	825,093	36,683	861,776
	825,093	36,683	861,776

23 Operating lease commitments

At 31 March 2022 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Charity 2022 £	Group 2022 £	Charity 2021 £	Group 2021 £
Not later than 1 year	21,384	21,384	12,000	12,000
Later than 1 year but not later than 5 years	29,575	29,575	5,367	5,367
	50,959	50,959	17,367	17,367

24 Capital commitments

At the year end there was a commitment of £32,500 plus VAT (total £39,000) for the replacement of doors and windows, and a deposit of £6,500 was paid in the year which has been treated as a prepayment.

25 Related party transactions

Salary costs of £11,126 (2021: £36,410) were recharged to The Chapman Centre Trust from Ipswich Housing Action Group.

A management charge of £1,750 (2021: £ 2,178) was recharged from Ipswich Housing Action Group Limited to The Chapman Centre Trust.

At the year end Ipswich Housing Action Group Limited was owed £24,960 by The Chapman Centre Trust (2021: £5,133 owed by The Chapman Centre Trust from Ipswich Housing Action Group).

26 Results of Ipswich Housing Action Group

During the year, the charity made a surplus of £37,907. The charity is not required to produce their own Statement of Financial Activities because of the exemption provision in Section 408 of the Companies Act 2006.

IPSWICH HOUSING ACTION GROUP LIMITED

England & Wales - Charity number 1107841

Accounts

Registered number: 05268499
Charity number: 1107841

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

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

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

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IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021**

Trustees Antonia Lancaster, Chair of Trustees
Daniel Bristow
Jeremy Hennell James, Treasurer
Elaine Webb
Tracy Murphy
Thomas Jell
Christopher McEwen
David Jackson
Gemma Bloomfield

**Company registered
number** 05268499

**Charity registered
number** 1107841

Registered office 22-24 Carr Street
Ipswich
IP4 1EJ

Company secretary Julie Ramsey

Independent auditors Larking Gowen LLP
Chartered Accountants
1 Claydon Business Park
Great Blakenham
Ipswich
IP6 0NL

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their Annual Report together with the audited financial statements of Ipswich Housing Action Group Limited (the company) for the year ended 31 March 2021.

The Trustees confirm that the Annual Report and Financial Statements of the company comply with the current statutory requirements, the requirements of the company's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Since the company qualifies as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 is not required.

The company which also trades under the name ihAg, is a Charitable Company limited by guarantee and is governed by its Memorandum and Articles of Association.

1. Objectives and activities

a. Objects

The Charity's Memorandum and Articles of Association state that "The Charity's objects are to relieve need, hardship and distress amongst the homeless and amongst those who are living in adverse housing conditions in Ipswich and the surrounding districts by the provision of accommodation and associated amenities".

The Board of Trustees agreed on 9th December 2020 to seek consent from the Charity Commission to amend the objects, to reflect our aspiration to work across Suffolk. A decision is pending.

b. Aim

The Board of Trustees also agreed a change to the ihAg Mission Statement. As of the 9th December 2020, this was updated to:

"To work alongside people living with the experience of homelessness, and those facing the risk of homelessness due to the challenges of everyday life, and enable them to move through their personal adversity to a place of security in their lives"

c. Objectives

To help people living with the experience of homelessness, or at risk of becoming homeless, in the Ipswich area, or in any area that can be serviced from an Ipswich base, primarily those people who are non-statutory homeless. In practice this has been achieved by:

- Providing temporary shared housing in Ipswich, then assisting people to move on into permanent independent housing.
- The provision of money advice across Suffolk.
- Providing walk-in advice and support services at the Chapman Centre.
- Being a proactive partner with other like-minded agencies, to support people experiencing homelessness, and their wider needs.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

d. How Our Activities Deliver Public Benefit?

Insofar as it is complementary to the Charity's objectives, the Charity is guided by both local and national policy. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future service provision. In particular, the Trustees consider how service development will contribute to the aims and objectives they have set.

A description of ihAg service provision and who is able to access our support, is provided on our website at www.ihag.co.uk and through our social media channels, including twitter.com/IHAG_homeless, Facebook, LinkedIn, and YouTube.

All our charitable activities are grounded in evidence-based practice, which has shown that having a secure and appropriate place to live is the platform from which a person is best placed to identify and address their other needs. Our support is person-centred, and enables people to build their own resilience, thus preventing the circle of homelessness, and reducing the pressure on crisis services.

All our activities are undertaken to further our charitable purposes for the public benefit.

2. Review of Key Activities

In line with the One Year Strategy agreed in October 2019, key activities for the year were as follows:

- I. Revision and Improvement of Service Delivery
- II. Developing a stronger and more cohesive identify
- III. Broadening awareness and fundraising scope
- IV. Preparing for Succession
- V. Increasing effectiveness of campaigning and partnership working.

IPSWICH HOUSING ACTION GROUP LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

3. Achievements and performance

a) One-year Strategy

I. Revision and Improvement of Service Delivery

At the beginning of this financial year, the country had already moved into lockdown restrictions due to the Corona Virus (Covid-19) global pandemic. Overnight, ihAg services moved from face to face to telephone and digital only.

As people seeking our support, and staff offering the support became more settled with this arrangement, the Senior Management team reviewed service delivery models weekly, to ensure safety measures were appropriate, and the service remained effective.

Whilst the pandemic meant services had to change rapidly to remain in line with Government restrictions, it has provided the opportunity to completely review our mission, aims, and our service delivery models.

The Chapman Centre delivery model has been revised as part of the pre-application process for the Lottery Grant, and the same process will take place for both the Housing and Money Advice services, as their current contracts draw to a close.

II. Developing a stronger more cohesive identity

Internally:

Remote working for the majority of the year has prevented the whole staff team from meeting in person, and this has inevitably had an effect on cross-team working and relationships. The Senior Management team have continued to meet weekly, and agreed that this issue should be resolved when the entire staff team are working from the Chapman Centre (late 2021).

News and information is circulated to the whole staff team on a regular basis, and the CEO has attended individual service meetings to remain in contact with staff.

Externally:

A Marketing plan had been drafted as part of the rebranding exercise during 2019/20, and implementation had just begun as the first Covid-19 restrictions were put into place in March 2020.

With services having to operate remotely, our social media presence was of huge importance to share information with the people who were receiving our help, our partners, and potential donors.

Regular coordinated "posts" were made across all of our social media channels to raise the organisations' profile, dispel some common myths, and highlight the services available to people regardless of the pandemic restrictions.

A series of short videos were commissioned during the summer, to illustrate the main purposes of the services, and these were shown across the social media channels.

The refreshed website is vibrant, informative and easy to navigate, and presents a strong image of the organisations commitment to enabling people to achieve personal security.

III. Broadening Awareness and Fundraising Scope

The original Fundraising Strategy for 2020/21 had detailed a move towards externally promoting the organisation through public speaking and fundraising events. The pandemic restrictions meant this was unable to take place, and the vast majority of awareness raising has taken place via social media.

IPSWICH HOUSING ACTION GROUP LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

However, ihAg did introduce the Spare a Thought, Share a Little campaign in the autumn, which did produce an increase in donations. We also utilised the “Matched Funding” event Local Giving promoted, and this also produced additional donations.

Towards the end of the financial year, work began on a new Income Generation Plan, which should enable ihAg to build on the work completed during 2020/21, and move towards securing corporate sponsorship and major donors.

IV. Preparing for Succession

The Board of Trustees and the Senior Management team recognise the need for a clear Succession plan for any of its senior team, and lessons from the 2019 succession process can help to shape a future process.

Because of the emergence of the pandemic, this priority has not been addressed during the last financial year, but a draft process will be completed during 2021/22.

V. Increasing effectiveness of campaigning and partnership working

ihAg has continued to complete sector surveys from National Council for Voluntary Organisations, Homeless Link and Community Action Suffolk, all of whom have increased their campaigning activity during the pandemic.

Various staff have also committed regular time to attending virtual meetings across the sector, to advocate on behalf of service users and staff in relation to safe practice, and local authority Covid-19 response measures.

Partnership working has proved to be key during the restrictions, with each of the core ihAg services continuing to work with agencies to support the needs of service users.

The refreshed website has a dedicated section for Professionals supporting people living with the experience of homelessness, and we have seen an increase in enquiries to the Chapman Centre in particular from other agencies looking for advice on how to offer the most appropriate support.

b) Strategy Revision

In light of the Covid-19 pandemic, the Trustees agreed to the adoption of an Adapt and Flex approach to the operational plans for the year, which allowed all three core services to provide support that aligned with the Government's restrictions in the safest and most appropriate way for its users, as and when they needed it.

Lockdown restrictions changed throughout the year and the Board of Trustees were able to hold an away day in August 2020. This focused on the organisations' ability to stabilise during the challenges imposed during the Covid-19 restrictions, and prepare for the financial challenges of the following 12-18 months. Following this, the CEO proposed a change in strategy for the remainder of the year, and this was agreed in October 2020.

The revised priorities were:

- i) Develop a strong organisational identity
- ii) Investment in the infrastructure of ihAg
- iii) Preparation for growth
- iv) Broadening awareness and fundraising scope

I. Develop a strong organisational identity

This priority built on the earlier on the previous “develop a stronger more cohesive identity” and focused on three specific actions:

- Review ihAg's identity and position in the sector

IPSWICH HOUSING ACTION GROUP LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

- Review ihAg's mission statement
- Refresh the website

All three of these actions have been completed.

II. Investment in the infrastructure of ihAg

In addition to the reviews of service delivery models, the Covid-19 pandemic also brought an opportunity to review the infrastructure of ihAg, and ensure it was "fit for purpose" once the pandemic was over. This focused on the following actions:

- Upgrade IT systems
- Review of organisational structure
- Review staff benefits package
- Strengthen staff and service connections across ihAg.

A review of the IT systems was instigated by the end of this financial year, but not completed.

The organisational structure has been considered, but no roles have been affected to date. This is likely to take place in 2021.

The staff benefits package was reviewed. Whilst no pay award could be awarded due to the financial situation, a reduction in hours to the full time working week was made, with no detriment to holiday entitlement to current salary. This took effect from October 2020.

The Senior Management team are continuing to discuss how the services can work better together, and this should improve when the whole staff team are based at the Chapman Centre (late 2021).

III. Preparation for growth

- Revision of Service Models, including budgets
- Business proposals for pilot projects
- Introduction of realistic Key Performance Indicators
- Introduction of Quality Framework
- Increased opportunities for people using services to influence ihAg provision

The Board of Trustees and the Senior Management team have agreed that ihAg needs to upscale its services to ensure future sustainability. Before doing so, the current service models need to be reviewed to ensure efficiency and effectiveness, and evidence of the impact of services needs to be established.

All of the service models have had some level of revision during this financial year. Potential pilot projects have been discussed, and business proposals will be submitted when suitable funding is identified.

Both performance and quality measures were considered, but the pandemic has suspended the introduction of these, as services have changed significantly since the lockdown restrictions came into force.

Some service user consultation has taken place, and there is a commitment for this to continue as and when discussion forums can be held face to face.

IV. Broadening awareness and fundraising scope

- Introduction of Fundraiser role
- Targeted communications with the public and businesses
- Promotion of volunteering and campaigning opportunities
- Promoting specific fundraising goals

IPSWICH HOUSING ACTION GROUP LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

- Introduction of rolling Fundraising Programme

The Board of Trustees and Senior Management team recognise the need to invest in a consistent income generation programme, to ensure our fundraising targets are achieved.

The creation of a Fundraiser role was agreed, but after two rounds of unsuccessful recruitment, the post has currently been put on hold. (Successful recruitment was almost certainly hampered by the pandemic).

A Marketing plan was devised, and a rolling programme of fundraising requests and targeted messaging has begun across all social media channels.

An Income Generation Strategy has been drafted for 2021/22, and this builds on the marketing work which has already taken place.

c) Service Delivery

Delivery of services has remained the central focus of the wider staff team of ihAg, and throughout the year all core services have been available by phone and email, and where possible, face to face. The Flex and Adapt approach enabled services to meet the needs of people in the safest and most time effective way.

A total of 1,872 people received regular support by the organisation during the year;

882 accessed support via the Chapman Centre
909 people engaged in the assessment process by Money Advice
81 people were supported with accommodation

Our Outreach workers continued to tour Ipswich on a daily basis to engage with people who were sleeping rough, and encourage them to take the spaces made available by the local authority under the Everyone In call. Whilst many took this opportunity to have a safe space during the initial lockdown period, some found the restrictions of the space too much to maintain, and returned to the streets.

ihAg ensured "safety packs", funded from a Local Giving Grant, were distributed to as many as possible to maintain their safety during the pandemic. These packs included face masks, gloves, hand sanitiser and the latest NHS advice about the pandemic.

In partnership with Emmaus Suffolk, "boredom packs" were created and distributed to people being supported in ihAg accommodation, and other regular service users, to ease the stress and isolation of the lockdown periods.

Where appropriate, face-to-face appointments were held outside, and included the daily allowance of exercise to support physical and mental wellbeing.

In partnership with Suffolk County Council, ihAg was able to access fast response Covid-19 testing for the residents of its properties, where there were suspected cases. We were also able to access the vaccination programme for our staff team ahead of the general population.

Similarly, in partnership with the NHS Health Outreach team, the Chapman Centre was able to host vaccination sessions for people living with the experience of homelessness, and 59 people received these over a two-month period.

All of the services have conducted some variation on service user consultation during the last financial year, to ensure services remained responsive to need.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

In general, people have been in favour of prearranged appointments, as this has given them structure and focus, and feedback from the Chapman Centre in particular was that this option for support was preferred to how the Centre operated previously.

People accessing the Money Advice service have welcomed the opportunity to send “photos” of documents via text or WhatsApp, as this has aided the time needed to assess their case.

In addition, the people supported by the Housing Service, including those supported by the Housing First project, have welcomed the opportunity to have regular contact, and some physical activity as part of their engagement.

This feedback will be used to shape future service models.

4. Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the ‘going concern’ basis in preparing the financial statements. Further details regarding the adoption of the ‘going concern’ basis can be found in the Accounting Policies.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

b. Financial Position

The budget for 2020/21 was approved by the Trustees on 12th March 2020 and predicted a deficit of £157,713. It was agreed that whilst the outcomes from some Grant applications were still pending, a considerable amount might be needed from the Investment fund to support services, should it not be possible to obtain funding from elsewhere. A further review of the situation would take place at the mid-year point, and decisions would be taken about restructure of services if necessary.

Towards the end of 2019/20, ihAg was successful in securing 2020/21 funding for the Rough Sleeper Initiative In-Reach and Outreach contracts (value £86,000) Lottery Covid-19 Emergency Fund (£49,184) and several grants for the weekend service at the Chapman Centre (total value £41,920).

During the summer of 2020, the Money And Pensions Service (MaPS) recognised the potential increase in demand for Money Advice services due to higher levels of personal debt and redundancies resulting from the pandemic. In the autumn they introduced an Increased Capacity grant, which ihAg successfully applied for. This additional grant of £40,196 enabled us to recruit and train one additional full time money advisor, and this role began in December 2020. It is hoped this funding will be extended until the end of the current MaPS contract, 31st March 2022.

The overall expenditure for 2020/21 was significantly impacted by the Covid-19 pandemic restrictions, with lower expenditure in a number of key areas across the organisation. This combined, with the additional income which was secured through Covid-19 emergency funds, and the Government Furlough scheme, resulted in a year-end surplus of £76,858 for the group.

Investment fund

The Trustees have agreed that any drawings from the Investment Fund must be properly costed/specified, be time limited and fall under one of the following criteria:

1. Services where there is a shortfall, as long as that shortfall is considered to be reasonably short-term and that convincing efforts are being made to replace that funding or to reduce the cost of the service in the near future.
2. Services and/or posts where there is currently no income, but which will be an asset to ihAg in the long term and/or which ihAg can sell and market.
3. Capital expenditure that can be recouped through savings or income generation within a reasonable period.

The CEO will be expected to present a detailed Business Proposal to the full Board, outlining the case for committing funds to a role/pilot project/underfunded service, the short and long term benefits this will bring the organisation and how this will be monitored.

There is a clear understanding that whilst using reserves in this way in the short term is sound business, in the long term this is neither sustainable nor good practice. The one-year strategy implemented for the financial year 2020/21 will provide a platform for a longer term strategy which will include a clear model for increasing unrestricted and restricted funds, which will enable ihAg resources to stabilise and proactively grow as opportunities in the sector allow.

In addition, with the specialist support and advice from Larking Gowen, ihAg and the Chapman Centre registered for VAT during this financial year. A case was put forward to the HMRC as to why this backdated registration had been made, and to ask for consideration when considering any penalty for late registration.

VAT returns for this financial year have been submitted, and payment made in respect of our liability.

We have also been advised that it is possible to deregister the Chapman Centre Trust for VAT purposes from March 2021.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Other funds

We are grateful for the continued support of the Mrs LD Rope Third Charitable Settlement and various funds managed by the Suffolk Community Foundation; Ipswich Borough Council Community Grants Fund for its considerable 3-year investment in ihAg to run and develop the Chapman Centre.

We are also indebted to the Mulberry Trust, Albert Hunt Trust, the 29th May 1961 Charitable Trust, Hopkins Homes Fund, KMA Solicitors, Jackamans Solicitors and numerous individual and small charitable donations from local community and faith groups who donate food and clothes throughout the year.

c. Reserves Policy

ihAg defines its free reserves as "... that part of its funds which relate to cash that is available to be spent freely on any of IHAG's objects".

The Trustees have set aside designated funds, the names of which are self-explanatory, for the purpose of renewing necessities on an ongoing basis. The Investment Fund has already been explained above.

Currently ihAg has a total of £995,258 in unrestricted funds; however, £275,000 of this is represented by fixed assets and is unavailable for immediate use.

ihAg's reserves policy states:

"the Trustees are committed to ensuring funds that are available to spend on the beneficiaries of the Charity are maximised, whilst retaining sufficient funds to cover current and future liabilities.

The charity will maintain minimum reserves equivalent to at least 3 months core expenditure and ideally aim to accumulate reserves equivalent of at least 6 months expenditure to provide the ability to meet unforeseen expenditure and provide flexibility in meeting growing demands."

To these ends, the Trustees have agreed, at the year end, the following:

1. To ring-fence the Welfare Fund (£12,328), the Office Rental Fund for the remaining 1 ½ years of the lease (£24,147), the Office Development Fund (£15,000) and the investment Fund (£134,373).
2. To increase the Maintenance Sinking Fund by £16,637 to £159,819. The Maintenance Sinking Fund is prudent to meet our maintenance liabilities on the houses we own and on the houses where the landlord is no longer liable for certain remedial work.

ihAg's three freehold properties are carried at £275,000 and free reserves stand at £276,533 which includes £100,000 to cover short-term income losses and £50,000 to cover staffing liabilities.

d. Material Investment Policy

ihAg holds its reserves in investment accounts and the focus of the Policy is to preserve the security of the funds whilst maximising the returns earned. Comparative interest rates are assessed on a regular basis but there is very little scope for secure investments returning more than the very low Bank of England Base Rate.

Additionally, ihAg has taken steps to spread its risk by keeping its reserves in a range of institutions.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

e. Fundraising Practices

ihAg developed a Fundraising Strategy for the year 2020/21, which focused on three key activities:

- raising the profile of the Charity and its work
- encouraging individuals and community groups to make one off or regular donations
- developing a “signature event” which could be held annually to raise funds for the Charity.

ihAg also registered with the Fundraising Regulator, to ensure good practice in our fundraising activity.

Due to the Covid-19 pandemic, the majority of “profile raising” activity took place digitally, via ihAg social media channels, and the new website.

Development of the content of this campaign was supported by SASA Marketing, and implemented by the CEO.

ihAg did not make any direct approaches to individuals, community groups or businesses during this financial year, and have not received any complaints regarding our messaging or campaigns.

5. Structure, governance and management

a. Constitution

The charity is registered as a charitable company limited by guarantee and was set up under a Memorandum of Association.

The principal object of the charitable company is to relieve need, hardship and distress amongst the homeless and amongst those who are living in adverse housing conditions in Ipswich and the surrounding districts by the provision of accommodation and associated amenities”.

b. Method of Appointment or Election of Trustees

The appointment of Directors/Trustees is by election at the AGM or, between AGMs, by election by the existing Trustees, with re-election at the next AGM.

ihAg has an Induction Policy which relates to all new staff, volunteers, and Trustees, and states “New Trustees will receive an induction period for their first 6 months which includes specific training on the role of being a Trustee, the work of ihAg, and the opportunity to shadow staff within the services”. This induction process is organised by the Chair of the Board and the CEO.

c. Management

The Charity is governed by the Directors/Trustees, who are ultimately responsible for the Charity and set the policies, guidelines and objectives.

In addition, the Directors/Trustees are responsible for agreeing the remuneration package for the CEO, and agreeing any subsequent pay review for all ihAg staff.

The management of the day-to-day activities of ihAg is delegated to the Chief Executive Officer (CEO), Jools Ramsey. Through a Delegation of Authority process, the CEO also delegates some day-to-day decision making responsibilities to the Service Managers.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

d. Governance

At 31st March 2021, the Trustee membership of 9 full Trustees provides ihAg with a balanced range of appropriate skills, experiences and working styles to develop a strong and effective Board.

Throughout this financial year, the Trustees have agreed to hold full Executive meetings every other month, with a more informal "catch-up" meeting in between these meetings.

This has ensured there was up to date information moving between the Executive Board and the Senior Manager team during the height of the Covid-19 pandemic, when operational challenges were changing month to month.

At the end of each operational quarter, the Executive Board have reviewed the financial and contractual performance of the services, alongside the CEO's reporting on risk, safeguarding, health and safety and GDPR compliance.

The majority of these meetings have been held virtually.

A number of ihAg Trustees are also Trustees for the Chapman Centre Trust, and have continued to review the benefits of the two charities particularly in light of the need to register for VAT this year.

As the majority of contracts and funding sources held are in the name of ihAg, there has been some discussion about the continued need for the separate Chapman Centre Trust. This will be revisited next financial year.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

a. Risk Assessment

The significant risks for 2020/21 were identified as: -

- Continuing risks relating to the pandemic
- External funding sources
- Competition with national and/or large organisations for local contracts
- Recommissioning of two significant contracts

The risks associated with the pandemic were multi-layered, and changed as the lockdown restrictions were eased and then re-imposed. The main areas of concern were:

- Operational risks – services being able to operate (current IT systems able to cope with all staff working remotely), meet contractual requirements, having sufficient staff, be responsive to changing needs
- Financial risks – funding opportunities to support additional needs, impact on recommissioning of services, ihAg rent collection
- Health and Safety risks – maintaining safe environments for service users, safe working environments for staff, compliance with Government and HSE requirements, robust health and safety protocols to manage any Covid-19 outbreaks within supported accommodation, or staff team

The Senior Management team continued to meet weekly to review the risks and impact of the pandemic, and maintained regular contact with staff regarding working practices. This practice has continued to date.

The risks associated with external funding sources focused on the reopening of long-term funding programme's, not linked to Covid-19. Many of these had been suspended, and small emergency funds had been set up to ensure short-term stability.

As the pandemic continued it was clear that funders such as the Lottery were preparing to reopen some of their funds, and the Senior Management team monitored these announcements. We subsequently discussed an application for the Reaching Communities fund with our grants officer, and began to gather the evidence we would need to add to our submission.

The risks associated with competition for local contracts linked with the recommissioning of two significant contracts. Both the Money Advice service and the Housing service contracts were due to expire on the 31st March 2021, and the recommissioning process would raise the possibility of another provider being successful in the bidding process.

Due to the pandemic, both the contracts were extended to 31st March 2022. This extension has provided an opportunity for us to review the model of delivery and make changes to working practices and outcome data ahead of the commissioning process. Whilst this does not greatly reduce the risk the tendering process presents, it has enabled us to be in a positive position ahead of preparing our bid.

b. Related party relationships

None of ihAg's Trustees receive remuneration or other benefit from their work with the charity. Any connection between a Trustee or senior manager of the charity with an entity with which it does business must be disclosed to the full Board of Trustees.

In the current year, no such related party connections were reported.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

6. Plans for future developments

Because of the uncertainty of the longer-term impact of Covid-19 on the funding environment, The Board of Trustees agreed that it would be prudent to develop a One Year Strategy for 2021/22, with a focus on internal reflection, consolidation and stability. This Strategy will enable us to build on our current strengths, develop a stronger sense of purpose and achievements, and raise our external profile as a provider of effective services.

The Strategy has four Strategic Objectives;

- Further development of needs-led services, across all three core areas of Accommodation, Prevention and Support, which are Covid-19 resilient
- Invest in the infrastructure and resources of the organisation in readiness for growth
- Increase unrestricted funding
- Proactively develop a reputation as a leading provider of effective services

The previously agreed Adapt and Flex strategy would also remain in place, to ensure services remained, safe, responsive, and effective.

7. Reference and administrative information

The information on page 1 forms part of this report.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

8. Conclusion

2020/21 has been a year of significant challenge for the whole population. The Covid-19 pandemic has affected every person, in every community, in every country, and as the year progressed it became clear that this would remain the case for some time.

As a local charity supporting people with complex lives, our ability to provide support and advice in a safe and appropriate way for service users, and retain a safe working environment for the staff team has been tested to its limits.

Staff have shown complete commitment to the health and safety protocols which have been implemented across the services, and it is a real testament to them that during this period there has been only one confirmed case of Covid-19 within our accommodation, and none within the front line staff team.

Our services have moved from face to face, to remote, and back again several times, and there was a significant concern that people living with the experience of homelessness would “fall through the gaps” as they disconnected from services who were open to them one week, but not the next.

Overall, our service user numbers have remained stable, but there has been a sharp increase in the number of agencies calling for guidance on how best to support people, and our status as a “go to” local organisation for information has risen. It is partly because of this that we included additional information on the refreshed website, specifically for Professionals.

This year has allowed the whole ihAg team to reflect on the services we provide, how we deliver them, and how things could be further improved to benefit service users. It has provided a unique opportunity to challenge our own perception of a “successful” service, and consider how we can design and fund new services to meet the expected demand over the coming months.

Our staff team has shown outstanding commitment and determination to provide the best service they can during this challenging year, and through a series of staff surveys, and team meetings, have reported feeling valued, listened to and connected with the decision-making processes regarding service changes.

This year has highlighted the resilience of the staff team, and the organisation as a whole, and it is this resilience that will enable ihAg to stabilise its services, consolidate its finances, and be ready for opportunities to develop and grow throughout the months ahead.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' 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 Group and the Charity and of their incoming resources and application of resources, including their income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Group and the Charity 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 Group and the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

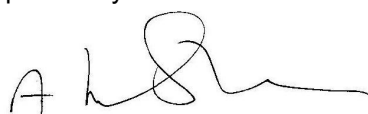
Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditors are aware of that information.

Auditors

The auditors, Larking Gowen LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Antonia Lancaster, Chair of Trustees
Date: 06/12/21



Jeremy Hennell James, Treasurer

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF IPSWICH HOUSING ACTION GROUP LIMITED

Opinion

We have audited the financial statements of Ipswich Housing Action Group Limited (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the Consolidated statement of financial activities, the Consolidated balance sheet, the charity Balance sheet, the Consolidated statement of cash flows and the related notes, 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 Group's and of the parent charitable company's affairs as at 31 March 2021 and of the Group's 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 and the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 Group's or the parent 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.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF IPSWICH HOUSING ACTION GROUP LIMITED (CONTINUED)

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditors' 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.

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.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements.
- 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 Trustees' report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- returns adequate for our audit have not been received from branches not visited by us; or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF IPSWICH HOUSING ACTION GROUP LIMITED (CONTINUED)

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 Group's and the parent 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 Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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.

Because of the field in which the client operates, we identified the following areas as the most likely to have a material impact on the financial statements: health and safety; employment law and compliance with company and charity laws and regulations.

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

- Enquiries with management about any actual and potential litigations and claims against the charity;
- Enquiries with management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing board minutes;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

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 auditors' report.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF IPSWICH HOUSING ACTION GROUP LIMITED (CONTINUED)

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, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Larking Gowen

Giles Kerkham DChA FCA (senior statutory auditor)

for and on behalf of

Larking Gowen LLP

Chartered Accountants

Statutory Auditors

Ipswich

Date: 6/12/2021

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	<i>Total funds 2020 £</i>
Income from:					
Donations and legacies	3	20,624	-	20,624	19,157
Charitable activities	4	858,167	367,964	1,226,131	1,250,109
Investments	5	4,398	-	4,398	5,587
		<u>883,189</u>	<u>367,964</u>	<u>1,251,153</u>	<u>1,274,853</u>
Total income					
Expenditure on:					
Raising funds	6	11,871	-	11,871	29,316
Charitable activities	7	817,387	365,553	1,182,940	1,252,898
		<u>829,258</u>	<u>365,553</u>	<u>1,194,811</u>	<u>1,282,214</u>
Total expenditure					
		<u>53,931</u>	<u>2,411</u>	<u>56,342</u>	<u>(7,361)</u>
Net movement in funds					
Reconciliation of funds:					
Total funds brought forward		941,327	19,540	960,867	968,228
Net movement in funds		53,931	2,411	56,342	(7,361)
		<u>995,258</u>	<u>21,951</u>	<u>1,017,209</u>	<u>960,867</u>
Total funds carried forward					

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

The notes on pages 25 to 45 form part of these financial statements.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 05268499

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

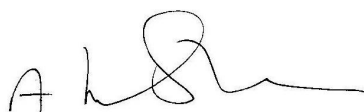
	Note	2021 £	2020 £
Fixed assets			
Intangible assets	12	4,491	-
Tangible assets	13	275,000	275,000
		<u>279,491</u>	<u>275,000</u>
Current assets			
Debtors	15	126,928	92,769
Cash at bank and in hand		825,093	686,472
		<u>952,021</u>	<u>779,241</u>
Creditors: amounts falling due within one year	16	(214,303)	(93,374)
Net current assets		<u>737,718</u>	<u>685,867</u>
Total net assets		<u><u>1,017,209</u></u>	<u><u>960,867</u></u>
Charity funds			
Restricted funds	17	21,951	19,540
Unrestricted funds	17	995,258	941,327
Total funds		<u><u>1,017,209</u></u>	<u><u>960,867</u></u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Antonia Lancaster
Chair of Trustees
Date: 06/12/21



The notes on pages 25 to 45 form part of these financial statements.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 05268499

CHARITY BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Intangible assets	12	4,491	-
Tangible assets	13	275,000	275,000
		<u>279,491</u>	<u>275,000</u>
Current assets			
Debtors	15	126,928	112,430
Cash at bank and in hand		774,109	625,047
		<u>901,037</u>	<u>737,477</u>
Creditors: amounts falling due within one year	16	(198,950)	(85,215)
Net current assets		<u>702,087</u>	<u>652,262</u>
Total net assets		<u><u>981,578</u></u>	<u><u>927,262</u></u>
Charity funds			
Restricted funds		10,000	10,000
Unrestricted funds		971,578	917,262
Total funds		<u><u>981,578</u></u>	<u><u>927,262</u></u>

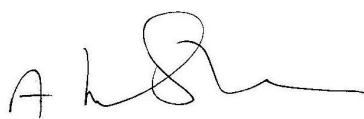
The surplus for the year of the parent charity was £54,316 (2020 - £28,832 deficit).

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Antonia Lancaster
Chair of Trustees
Date: 06/12/21



The notes on pages 25 to 45 form part of these financial statements.

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash used in operating activities	19	143,205	24,738
Cash flows from investing activities			
Dividends, interests and rents from investments		4,398	5,587
Purchase of intangible assets		(8,982)	-
Net cash (used in)/provided by investing activities		(4,584)	5,587
Change in cash and cash equivalents in the year			
Cash and cash equivalents at the beginning of the year		686,472	656,147
Cash and cash equivalents at the end of the year	20	825,093	686,472

The notes on pages 25 to 45 form part of these financial statements

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. General information

Ipswich Housing Action Group Limited is a registered company incorporated in England and Wales and limited by guarantee, registration number 05268499. The registered office is 22-24 Carr Street, Ipswich, Suffolk, IP4 1EJ.

2. Accounting policies

2.1 Basis of preparation of financial statements

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

Ipswich Housing Action Group Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The consolidated statement of financial activities (SOFA) and consolidated balance sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The financial statements are presented in sterling and rounded to the nearest pound (£).

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own statement of financial activities in these financial statements.

2.2 Going concern

The Trustees have considered the company and group's position at the time of signing the financial statements. They have considered the current financial strength of the company and group, forecasts and projections and the range of measures available to mitigate ongoing costs should they be required.

Based on this, the Trustees have concluded that they have a reasonable expectation that the company and group will have adequate resources to continue in operational existence for the foreseeable future, being at least twelve months from the date of signing these financial statements. They therefore continue to adopt the going concern basis of accounting in preparing these financial statements.

2.3 Income

All income is recognised once the group has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grant income (including government grants) is included when the related conditions for the grant have been met.

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Staff costs are allocated on the basis of time spent.

Expenditure on raising funds includes all expenditure incurred by the group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the group's objectives, as well as any associated support costs.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Basis of consolidation

The financial statements consolidate the accounts of Ipswich Housing Action Group Limited and its subsidiary undertaking, The Chapman Centre Trust.

The company has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Statement of Financial Activities.

2.7 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.8 Intangible assets and amortisation

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Amortisation is provided on intangible assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life.

The estimated useful lives are as follows:

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.8 Intangible assets and amortisation (continued)

Amortisation is provided on the following basis:

Website development - 50 % straight line

2.9 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Motor vehicles - 20% straight line
Office equipment - 25% straight line

No depreciation is provided in respect of freehold property as, in the opinion of the Trustees the estimated residual value is in excess of the net book value.

All new computer equipment is charged directly to the SOFA, as the Trustees consider that it is immediately impaired.

Furniture within the rental properties is replaced as necessary and the Trustees consider this to be revenue expenditure and it is therefore charged direct to the SOFA.

2.10 Debtors

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

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.13 Financial instruments

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

2.14 Operating leases

Rentals paid under operating leases are charged to the consolidated statement of financial activities on a straight line basis over the lease term.

2.15 Pensions

The group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the group to the fund in respect of the year.

2.16 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 group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

3. Income from donations and legacies

	Unrestricted funds 2021 £	Total funds 2021 £
Donations and membership	20,624	20,624
	<u>20,624</u>	<u>20,624</u>
	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Donations and membership	19,157	19,157
	<u>19,157</u>	<u>19,157</u>

4. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Rents receivable	413,788	-	413,788
Service contracts	285,200	-	285,200
Money Advice Service Debt Advice Project Grant	-	119,759	119,759
Housing First	38,331	-	38,331
Ipswich Borough Council Grant	7,000	-	7,000
MHCLG - Rough Sleeper Initiative	85,682	-	85,682
Big Lottery Fund Grant (Chapman Centre)	-	52,552	52,552
The National Lottery Community Fund - Coronavirus	-	49,184	49,184
Funding for Money Advice	-	56,588	56,588
Other Chapman Centre Funding	300	89,881	90,181
Other Income	8,841	-	8,841
Coronavirus Job Retention Scheme	19,025	-	19,025
Total 2021	<u>858,167</u>	<u>367,964</u>	<u>1,226,131</u>

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

4. Income from charitable activities (continued)

	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Rents receivable	420,401	-	420,401
Service contracts	277,620	-	277,620
Money Advice Service Debt Advice Project Grant	-	104,064	104,064
Housing First	36,424	-	36,424
Ipswich Borough Council Grant	7,000	-	7,000
MHCLG - Rough Sleeper Initiative	108,692	-	108,692
Big Lottery Fund Grant (Chapman Centre)	-	108,291	108,291
Funding for Money Advice	-	52,711	52,711
Other Chapman Centre Funding	9,116	85,197	94,313
Other income	31,374	9,219	40,593
<i>Total 2020</i>	<u>890,627</u>	<u>359,482</u>	<u>1,250,109</u>

5. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £
Interest received	<u>4,398</u>	<u>4,398</u>

	<i>Unrestricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Interest received	<u>5,587</u>	<u>5,587</u>

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6. Expenditure on raising funds

Costs of raising voluntary income

	Unrestricted funds 2021 £	Total funds 2021 £
Fundraising	477	477
Tenant participation	79	79
Welfare costs	11,315	11,315
	<u>11,871</u>	<u>11,871</u>

	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Fundraising	7,413	147	7,560
Tenant participation	1,399	-	1,399
Welfare costs	9,944	-	9,944
Direct staff costs	10,413	-	10,413
	<u>29,169</u>	<u>147</u>	<u>29,316</u>

Costs of raising funds include the costs of grant applications, however income from successful grants is included in charitable activities.

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

7. Analysis of charitable activities expenditure

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £
Provision of housing	461,195	49,608	510,803
Advice services	266,093	54,570	320,663
Money advice services	290,291	61,183	351,474
	<u>1,017,579</u>	<u>165,361</u>	<u>1,182,940</u>

Included within Provision of housing are bad debt write offs of £18,049 (2020 - £17,519).

	<i>Activities undertaken directly 2020 £</i>	<i>Support costs 2020 £</i>	<i>Total funds 2020 £</i>
Provision of housing	483,797	48,899	532,696
Advice services	298,925	53,788	352,713
Money advice services	307,179	60,310	367,489
	<u>1,089,901</u>	<u>162,997</u>	<u>1,252,898</u>

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

7. Analysis of charitable activities expenditure (continued)

Analysis of support costs

	Provision of housing 2021 £	Advice services 2021 £	Money advise services 2021 £	Total funds 2021 £
Training/recruitment	1,931	2,124	2,380	6,435
Office costs	27,038	29,742	33,348	90,128
Membership and subscriptions	967	1,064	1,193	3,224
Admin costs	9,974	10,972	12,301	33,247
Premises costs	871	958	1,075	2,904
Amortisation	1,347	1,482	1,662	4,491
Governance costs	7,480	8,228	9,224	24,932
	<u>49,608</u>	<u>54,570</u>	<u>61,183</u>	<u>165,361</u>

	<i>Provision of housing 2020 £</i>	<i>Advice services 2020 £</i>	<i>Money advise services 2020 £</i>	<i>Total funds 2020 £</i>
Training/recruitment	4,027	4,429	4,966	13,422
Professional fees	4,307	4,738	5,313	14,358
Office costs	21,135	23,249	26,067	70,451
Membership and subscriptions	984	1,082	1,214	3,280
Admin costs	6,231	6,853	7,684	20,768
Premises costs	2,767	3,045	3,414	9,226
Governance costs	9,448	10,392	11,652	31,492
	<u>48,899</u>	<u>53,788</u>	<u>60,310</u>	<u>162,997</u>

Governance costs include: Auditors' and independent examiners remuneration; Trustee expenses and training and professional fees.

Charitable expenditure has been recategorised compared to the prior year accounts to more accurately and clearly present the key charitable activities. There has been no adjustment to the total 2020 expenditure.

IPSWICH HOUSING ACTION GROUP LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

8. Auditors' remuneration

	2021	<i>2020</i>
	£	£
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	8,280	<i>8,100</i>
Fees payable to the Charity's auditor for the independent examination of the subsidiary's annual accounts	1,860	<i>1,800</i>
Other fees payable to the Charity's auditors	4,432	<i>-</i>
	14,572	<i>10,900</i>

9. Staff costs

	Group	<i>Group</i>	Company	<i>Company</i>
	2021	<i>2020</i>	2021	<i>2020</i>
	£	£	£	£
Wages and salaries	689,939	<i>731,019</i>	689,939	<i>731,019</i>
Social security costs	53,929	<i>53,876</i>	53,929	<i>53,876</i>
Contribution to defined contribution pension schemes	45,634	<i>46,052</i>	45,634	<i>46,052</i>
	789,502	<i>830,947</i>	789,502	<i>830,947</i>

Included within wages and salaries is a non-statutory/non-contractual severance payment of £NIL (2020 - £17,500).

The average number of persons employed by the Charity during the year was as follows:

	Group	<i>Group</i>	Company	<i>Company</i>
	2021	<i>2020</i>	2021	<i>2020</i>
	No.	No.	No.	No.
Charitable activities	31	<i>35</i>	31	<i>35</i>
Management and administration of the Charity	4	<i>3</i>	4	<i>3</i>
	35	<i>38</i>	35	<i>38</i>

No employee received remuneration amounting to more than £60,000 in either year.

The total amount of employee benefits (including employer pension contributions and employer national insurance contributions) received by key management personnel during the year was £55,782 (2020 - £56,935).

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

Trustees' expenses totaling £50 (2020 - £2,367) were reimbursed for membership costs.

11. Acting as agent

During the period, Ipswich Housing Action Group collected and paid over fees on behalf of Anglia Care Trust totaling £16,147 (2020 - £NIL). This is not included within the Statement of Financial Activities.

12. Intangible assets

Group

	Website develop- ment £
Cost	
Additions	8,982
At 31 March 2021	<u>8,982</u>
Amortisation	
Charge for the year	4,491
At 31 March 2021	<u>4,491</u>
Net book value	
At 31 March 2021	<u>4,491</u>
At 31 March 2020	<u>-</u>

IPSWICH HOUSING ACTION GROUP LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

13. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Office equipment £	Total £
Cost or valuation				
At 1 April 2020	275,000	27,051	4,716	306,767
At 31 March 2021	<u>275,000</u>	<u>27,051</u>	<u>4,716</u>	<u>306,767</u>
Depreciation				
At 1 April 2020	-	27,051	4,716	31,767
At 31 March 2021	<u>-</u>	<u>27,051</u>	<u>4,716</u>	<u>31,767</u>
Net book value				
At 31 March 2021	<u>275,000</u>	<u>-</u>	<u>-</u>	<u>275,000</u>
At 31 March 2020	<u>275,000</u>	<u>-</u>	<u>-</u>	<u>275,000</u>

14. Subsidiary charity

On 25 January 2017, The Chapman Centre Trust (a charitable company, limited by guarantee) was incorporated. The Chapman Centre Trust's Company registration number is 10584100 and Charity registration number is 11775598. Ipswich Housing Action Group Limited holds the majority of the voting rights and has the right to appoint or remove a majority of its board of directors, therefore The Chapman Centre Trust is a subsidiary of Ipswich Housing Action Group Limited.

The Chapman Centre Trust has no shares and therefore the cost of the investment is £Nil.

	2021 £	2020 £
Total assets	56,117	61,425
Total liabilities	(20,486)	(27,820)
Total funds	35,631	33,605
Gross income	65,050	197,759
Expenditure	(63,024)	(176,288)
Surplus	<u>2,026</u>	<u>21,471</u>

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

15. Debtors

	Group 2021 £	<i>Group 2020 £</i>	Company 2021 £	<i>Company 2020 £</i>
Due within one year				
Trade debtors	55,896	31,297	55,896	31,297
Amounts owed by group undertakings	-	-	-	19,661
Other debtors	64,185	54,352	64,185	54,352
Prepayments and accrued income	6,847	7,120	6,847	7,120
	126,928	92,769	126,928	112,430

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

16. Creditors: Amounts falling due within one year

	Group 2021 £	<i>Group 2020 £</i>	Company 2021 £	<i>Company 2020 £</i>
Trade creditors	15,430	<i>10,002</i>	15,430	<i>10,002</i>
Amounts owed to group undertakings	-	-	5,133	-
Other taxation and social security	79,552	<i>28,928</i>	75,926	<i>22,269</i>
Other creditors	10,224	-	10,224	-
Accruals and deferred income	109,097	<i>54,444</i>	92,237	<i>52,944</i>
	214,303	<i>93,374</i>	198,950	<i>85,215</i>
	Group 2021 £	<i>Group 2020 £</i>	Company 2021 £	<i>Company 2020 £</i>
Deferred income at 1 April 2020	30,970	<i>4,243</i>	30,970	<i>4,243</i>
Resources deferred during the year	79,143	<i>30,970</i>	64,143	<i>30,970</i>
Amounts released from previous periods	(30,970)	<i>(4,243)</i>	(30,970)	<i>(4,243)</i>
	79,143	<i>30,970</i>	64,143	<i>30,970</i>

Deferred income comprises contract income received in advance.

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Maintenance Sinking Fund	144,502	-	(1,320)	16,637	159,819
Investment Fund	136,681	-	(2,308)	-	134,373
Office Rent Fund	39,801	-	(15,654)	-	24,147
Other Designated Funds	125,430	11,745	(11,789)	-	125,386
	<u>446,414</u>	<u>11,745</u>	<u>(31,071)</u>	<u>16,637</u>	<u>443,725</u>
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	219,913	871,444	(798,187)	(16,637)	276,533
	<u>494,913</u>	<u>871,444</u>	<u>(798,187)</u>	<u>(16,637)</u>	<u>551,533</u>
Total Unrestricted funds	<u>941,327</u>	<u>883,189</u>	<u>(829,258)</u>	<u>-</u>	<u>995,258</u>

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

17. Statement of funds (continued)

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Restricted funds					
Ipswich Locality Homelessness Partnership	10,000	-	-	-	10,000
Funding for Chapman Centre	-	18,306	(18,306)	-	-
Big Lottery Fund Grant, Reaching Communities - Chapman Centre - revenue	-	52,552	(52,552)	-	-
The National Lottery Community Fund - Coronavirus Community Support Fund	-	49,184	(49,184)	-	-
Money advice project	-	56,588	(56,588)	-	-
Money and pension service	-	119,759	(119,759)	-	-
Ipswich Borough Council - rent costs	-	6,825	(6,825)	-	-
National Lottery Awards for All	9,540	-	(9,540)	-	-
Weekend Opening Funding	-	24,750	(12,799)	-	11,951
Ipswich Borough Council - running costs	-	40,000	(40,000)	-	-
	<u>19,540</u>	<u>367,964</u>	<u>(365,553)</u>	<u>-</u>	<u>21,951</u>
Total of funds	<u><u>960,867</u></u>	<u><u>1,251,153</u></u>	<u><u>(1,194,811)</u></u>	<u><u>-</u></u>	<u><u>1,017,209</u></u>

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

17. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2020 £</i>
Unrestricted funds					
Designated funds					
Maintenance Sinking Fund	129,764	1,062	(2,961)	16,637	144,502
Investment Fund	199,428	1,633	(62,747)	(1,633)	136,681
Office Rent Fund	57,343	469	(17,542)	(469)	39,801
Other Designated Funds	114,395	10,112	(10,814)	11,738	125,431
	<u>500,930</u>	<u>13,276</u>	<u>(94,064)</u>	<u>26,273</u>	<u>446,415</u>
General funds					
Freehold property capital	275,000	-	-	-	275,000
General Funds	181,517	902,095	(837,427)	(26,273)	219,912
	<u>456,517</u>	<u>902,095</u>	<u>(837,427)</u>	<u>(26,273)</u>	<u>494,912</u>
Total Unrestricted funds	<u>957,447</u>	<u>915,371</u>	<u>(931,491)</u>	<u>-</u>	<u>941,327</u>

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

17. Statement of funds (continued)

	<i>Balance at 1 April 2019 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2020 £</i>
Restricted funds					
Ipswich Locality Homelessness Partnership	781	9,219	-	-	10,000
Big Lottery Fund Grant, Reaching Communities - Chapman Centre - revenue	-	108,291	(108,291)	-	-
The National Lottery Community Fund - Coronavirus Community Support Fund	-	52,711	(52,711)	-	-
Chapman Centre	-	104,064	(104,064)	-	-
Money and pension service	-	49,100	(49,100)	-	-
Ipswich Borough Council - rent costs	-	2,700	(2,700)	-	-
Building works	5,000	4,028	(9,028)	-	-
Suffolk Community Foundation - Emergency food fund	5,000	-	(5,000)	-	-
L D Rope - Weekend opening support	-	5,000	(5,000)	-	-
Utilities from CC	-	9,540	-	-	9,540
National Lottery Awards for All	-	14,829	(14,829)	-	-
	<u>10,781</u>	<u>359,482</u>	<u>(350,723)</u>	<u>-</u>	<u>19,540</u>
Total of funds	<u>968,228</u>	<u>1,274,853</u>	<u>(1,282,214)</u>	<u>-</u>	<u>960,867</u>

IPSWICH HOUSING ACTION GROUP LIMITED
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	275,000	-	275,000
Intangible fixed assets	4,491	-	4,491
Current assets	930,070	21,951	952,021
Creditors due within one year	(214,303)	-	(214,303)
Total	<u>995,258</u>	<u>21,951</u>	<u>1,017,209</u>

Analysis of net assets between funds - prior year

	<i>Unrestricted funds 2020 £</i>	<i>Restricted funds 2020 £</i>	<i>Total funds 2020 £</i>
Tangible fixed assets	275,000	-	275,000
Current assets	759,701	19,540	779,241
Creditors due within one year	(93,374)	-	(93,374)
Total	<u>941,327</u>	<u>19,540</u>	<u>960,867</u>

IPSWICH HOUSING ACTION GROUP LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

19. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2021 £	<i>Group 2020 £</i>
Net income/expenditure for the year (as per Statement of Financial Activities)	56,342	<i>(7,361)</i>
Adjustments for:		
Depreciation charges	-	<i>3,000</i>
Amortisation charges	4,491	<i>-</i>
Dividends, interests and rents from investments	(4,398)	<i>(5,587)</i>
(Increase)/decrease in debtors	(34,159)	<i>28,959</i>
Increase in creditors	120,929	<i>5,727</i>
Net cash provided by operating activities	143,205	<i>24,738</i>

20. Analysis of cash and cash equivalents

	Group 2021 £	<i>Group 2020 £</i>
Cash in hand	825,093	<i>686,472</i>
Total cash and cash equivalents	825,093	<i>686,472</i>

21. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	686,472	138,621	825,093
	686,472	138,621	825,093

IPSWICH HOUSING ACTION GROUP LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

22. Operating lease commitments

At 31 March 2021 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2021 £	<i>Group 2020 £</i>	Company 2021 £	<i>Company 2020 £</i>
Not later than 1 year	12,000	<i>12,000</i>	12,000	<i>12,000</i>
Later than 1 year and not later than 5 years	5,367	<i>17,367</i>	5,367	<i>17,367</i>
	17,367	<i>29,367</i>	17,367	<i>29,367</i>

23. Members' guarantees

The company is limited by guarantee. In the even of any winding up of the company each member would be required to contribute an amount not exceeding £10 towards the liabilities of the company. At 31 March 2021 there were 9 such members (2020 - 9 members).

24. Related party transactions

Wages costs of £36,410 (2020 - £127,658) were recharged to The Chapman Centre Trust from Ipswich Housing Action Group. A management charge of £2,178 (2020 - £12,470) was recharged from Ipswich Housing Action Group Limited to The Chapman Centre Trust.

At the year end, Ipswich Housing Action Group Limited owed £5,133 to The Chapman Centre Trust (2020 - £19,661 owed by The Chapman Centre Trust to Ipswich Housing Action Group).