

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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**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
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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.

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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.

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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.

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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

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- 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

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- 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.

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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.

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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 restructuring 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.

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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.

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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.

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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.

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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.

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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.

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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.

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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

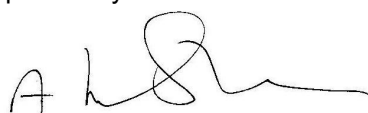
Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- 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.



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 £	Total funds 2020 £
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
Total income		883,189	367,964	1,251,153	1,274,853
Expenditure on:					
Raising funds	6	11,871	-	11,871	29,316
Charitable activities	7	817,387	365,553	1,182,940	1,252,898
Total expenditure		829,258	365,553	1,194,811	1,282,214
Net movement in funds		53,931	2,411	56,342	(7,361)
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)
Total funds carried forward		995,258	21,951	1,017,209	960,867

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

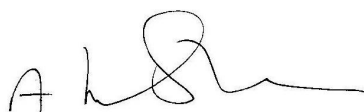
	Note	2021 £	2020 £
Fixed assets			
Intangible assets	12	4,491	-
Tangible assets	13	275,000	275,000
		<u>279,491</u>	<u>275,000</u>
Current assets			
Debtors	15	126,928	92,769
Cash at bank and in hand		825,093	686,472
		<u>952,021</u>	<u>779,241</u>
Creditors: amounts falling due within one year	16	(214,303)	(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>

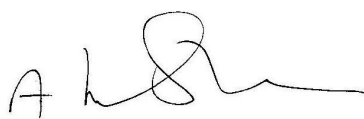
The surplus for the year of the parent charity was £54,316 (2020 - £28,832 deficit).

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		138,621	30,325
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
(A company limited by guarantee)

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
(A company limited by guarantee)

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
(A company limited by guarantee)

**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
(A company limited by guarantee)

**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
(A company limited by guarantee)

**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
(A company limited by guarantee)

**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
(A company limited by guarantee)

**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
(A company limited by guarantee)

**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>
	<u>49,608</u>	<u>54,570</u>	<u>61,183</u>	<u>165,361</u>
	Provision of housing 2020 £	Advice services 2020 £	Money advise services 2020 £	Total funds 2020 £
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>
	<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.

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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>
	<u>14,572</u>	<i><u>9,900</u></i>

9. Staff costs

	Group 2021 £	<i>Group 2020</i> £	Company 2021 £	<i>Company 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>
	<u>789,502</u>	<i><u>830,947</u></i>	<u>789,502</u>	<i><u>830,947</u></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 2021 No.	<i>Group 2020 No.</i>	Company 2021 No.	<i>Company 2020 No.</i>
Charitable activities	31	<i>35</i>	31	<i>35</i>
Management and administration of the Charity	4	<i>3</i>	4	<i>3</i>
	<u>35</u>	<i><u>38</u></i>	<u>35</u>	<i><u>38</u></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).

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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><u>4,491</u></u>
At 31 March 2020	<u><u>-</u></u>

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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	275,000	27,051	4,716	306,767
Depreciation				
At 1 April 2020	-	27,051	4,716	31,767
At 31 March 2021	-	27,051	4,716	31,767
Net book value				
At 31 March 2021	275,000	-	-	275,000
At 31 March 2020	275,000	-	-	275,000

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	2,026	21,471

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**NOTES TO THE FINANCIAL STATEMENTS
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15. Debtors

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
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

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FOR THE YEAR ENDED 31 MARCH 2021**

16. Creditors: Amounts falling due within one year

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Trade creditors	15,430	10,002	15,430	10,002
Amounts owed to group undertakings	-	-	5,133	-
Other taxation and social security	79,552	28,928	75,926	22,269
Other creditors	10,224	-	10,224	-
Accruals and deferred income	109,097	54,444	92,237	52,944
	214,303	93,374	198,950	85,215
	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Deferred income at 1 April 2020	30,970	4,243	30,970	4,243
Resources deferred during the year	79,143	30,970	64,143	30,970
Amounts released from previous periods	(30,970)	(4,243)	(30,970)	(4,243)
	79,143	30,970	64,143	30,970

Deferred income comprises contract income received in advance.

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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>

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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>960,867</u>	<u>1,251,153</u>	<u>(1,194,811)</u>	<u>-</u>	<u>1,017,209</u>

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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>

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**NOTES TO THE FINANCIAL STATEMENTS
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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>

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**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	995,258	21,951	1,017,209

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	941,327	19,540	960,867

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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

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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).