



**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**

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#### **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

## Company limited by Guarantee

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

Year ended 31 March 2025

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#### 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

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#### 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

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#### 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

## Company limited by Guarantee

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

Year ended 31 March 2025

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#### 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

## Company limited by Guarantee

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

#### Year ended 31 March 2025

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## 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

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#### 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 Hopestead 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

## Company limited by Guarantee

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

#### Year ended 31 March 2025

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#### 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

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#### 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

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#### 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**

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#### **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

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#### 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

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#### 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](http://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**

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#### **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
		£	£	£	£
<b>Income and endowments</b>					
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
<b>Total income</b>		<b>786,404</b>	<b>181,102</b>	<b>967,506</b>	<b>1,038,461</b>
<b>Expenditure</b>					
Raising funds	8	(140)	-	(140)	-
Charitable activities	9	(819,950)	(184,897)	(1,004,847)	(1,126,506)
<b>Total expenditure</b>		<b>(820,090)</b>	<b>(184,897)</b>	<b>(1,004,987)</b>	<b>(1,126,506)</b>
<b>Net (expenditure) before transfers</b>		<b>(33,686)</b>	<b>(3,795)</b>	<b>(37,481)</b>	<b>(88,045)</b>
Transfers between funds		-	-	-	-
<b>Net (expenditure) and net movement in funds</b>		<b>(33,686)</b>	<b>(3,795)</b>	<b>(37,481)</b>	<b>(88,045)</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		907,575	8,972	916,547	1,004,592
<b>Total funds carried forward</b>	18	<b>873,889</b>	<b>5,177</b>	<b>879,066</b>	<b>916,547</b>

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 £
<b>Fixed Assets</b>					
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
<b>Current Assets</b>					
Debtors	16	29,044	29,044	59,982	59,982
Cash at bank and in hand		635,690	635,690	672,754	672,754
		<hr/>	<hr/>	<hr/>	<hr/>
		664,734	664,734	732,736	732,736
<b>Creditors: amounts falling due within one year</b>	17	(60,668)	(60,668)	(91,189)	(91,189)
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Net current liabilities</b>		604,066	604,066	641,547	641,547
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total assets less current liabilities</b>		<u>879,066</u>	<u>879,066</u>	<u>916,547</u>	<u>916,547</u>
<b>Funds of the charity</b>					
Unrestricted funds	19	873,889	873,889	907,575	907,575
Restricted funds	19	5,177	5,177	8,972	8,972
		<hr/>	<hr/>	<hr/>	<hr/>
<b>Total charity funds</b>		<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 £
<b>Cash flows from operating activities</b>			
Net cash (used in) operating activities	20	<u>(72,775)</u>	<u>(146,388)</u>
<b>Cash flows from investing activities</b>			
Dividends, interest and rents from investments		35,711	38,063
Net cash provided by investing activities		<u>35,711</u>	<u>38,063</u>
<b>Net decrease in cash and cash equivalents</b>		(37,064)	(108,325)
<b>Cash and cash equivalents at beginning of year</b>		672,754	781,079
<b>Cash and cash equivalents at end of year</b>	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

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##### 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

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#### 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	-	-	-
	140	-	140	-	-	-

#### 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
	868,270	136,577	1,004,847	1,004,071	122,435	1,126,506

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
	88,777	47,800	136,577
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
	75,239	47,197	122,435

#### 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
	25,016	25,418



# 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	<b>2025</b>	2024
	<b>£</b>	<b>£</b>
Operating leases	136,821	123,977

##### 11 Staff costs

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

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

	<b>Group 2025</b>	Group 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

	<b>Website development £</b>	<b>Total £</b>
<b>Cost</b>		
As at 1 April 2024 and at 31 March 2025	<u>8,982</u>	<u>8,982</u>
<b>Depreciation</b>		
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>
<b>Net book value</b>		
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 £
<b>Cost</b>				
As at 1 April 2024 and 31 March 2025	275,000	27,051	4,716	306,767
<b>Depreciation</b>				
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
<b>Net book value</b>				
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
	596,360	775,004	(773,198)	-	598,166
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
	311,215	11,400	(46,892)	-	275,723
	907,575	786,404	(820,090)	-	873,889
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)	-	-
	8,972	181,102	(184,897)	-	5,177
Total funds	916,547	967,506	(1,004,987)	-	879,066

# 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
	609,468	822,613	(835,721)	-	596,360
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
	376,988	-	(65,773)	-	311,215
	986,456	822,613	(901,494)	-	907,575

##### 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)	-	-
	18,136	215,848	(225,012)	-	8,972

##### Total funds

	1,004,592	1,038,461	(1,126,506)	-	916,547
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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)
<b>Net assets</b>	<b>598,166</b>	<b>275,723</b>	<b>5,177</b>	<b>879,066</b>

##### 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)
<b>Net assets</b>	<b>596,360</b>	<b>311,215</b>	<b>8,972</b>	<b>916,547</b>

#### 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)
<b>Adjustments for:</b>		
Investment income	(35,711)	(38,063)
Decrease in debtors	30,938	8,147
(Decrease) in creditors	(30,521)	(28,427)
<b>Net cash (used in) operating activities</b>	<b>(72,775)</b>	<b>(146,388)</b>

# 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
<b>Total cash and cash equivalents</b>	<b>635,690</b>	<b>672,754</b>

#### 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
	<b>672,754</b>	<b>(37,064)</b>	<b>635,690</b>

#### 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
	<b>87,413</b>	<b>87,413</b>	<b>115,288</b>	<b>115,288</b>

#### 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.