THE HEARTSEASE COMMUNITY MONEY ADVICE CENTRE

England & Wales · Charity number 1191355

Details

Status	Registered
Legal form	CIO
Registered	2020-09-18
Register	View on the Charity Commission register

Contact

Address	94 Rider Haggard Road Norwich NR7 9UQ
Phone	07765739987
Email	heartseasecmacentre@outlook.com
Website	https://heartseasecommunitymoneyadvice.wordpress.com/

Activities

Objects: THE PURPOSE OF THE CHARITY IS THE PREVENTION OR RELIEF OF POVERTY. WITHIN THIS PURPOSE THE OBJECTS OF THE HEARTSEASE COMMUNITY MONEY ADVICE CENTRE ARE AS FOLLOWS:TO PROVIDE ADVICE ON ALL ASPECTS OF MONEY MANAGEMENT AND BUDGETINGTO ADVISE PEOPLE WITH REGARD TO BENEFIT ENTITLEMENT AND TO ASSIST WITH FILLING IN FORMSTO HELP THOSE IN DEBT TO MANAGE THEIR FINANCES INCLUDING ADVICE AND, WHERE APPROPRIATE, NEGOTIATION WITH CREDITORS.

Activities: The purpose of the charity is the prevention or relief of poverty. This includesproviding advice on all aspects of money management and budgetingadvising people with regard to benefit entitlement and assisting with filling in formshelping those in debt to manage their finances including advice and, where appropriate, negotiation with creditors.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- Norfolk

Finances

Period end	Income	Expenditure	Assets	Employees
2025-07-31	£192	£653	-	-
2024-07-31	£2,050	£5,504	-	-
2023-07-31	£2,250	£4,804	-	-
2022-07-31	£8,130	£7,080	-	-
2021-07-31	£12,250	£4,800	-	-

Trustees

Name	Role	Appointed
David John Lechmere	Chair	2020-07-16
Deborah Irene Lechmere BSc FIA		2020-07-16
Michael Christopher Culwick		2021-01-21
Rev Janet Beatrice Wyer BA		2020-07-16

Accounts

Heartsease Community Money Advice Centre

Annual Report and Financial Statements for the Financial year ending 31 July 2025

Reference and Administrative Information

Charity Name
The Heartsease Community Money Advice Centre

Charity Number
1191355

Charity Trustees
Mr Michael Culwick
Mr David Lechmere (Chair)
Mrs Deborah Lechmere (Treasurer)

Registered Office and Principal Address
94 Rider Haggard Road
Norwich NR7 9UQ

Bankers
The Cooperative Bank Ltd
P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.

Chair of Trustees Report

Following a decline in the requests for our services, and difficulty in obtaining further grant funding, the Trustees decided that the Centre should cease to operate with effect from 1 January 2025. All clients were given notice of this and, where appropriate, referred to other sources of debt support. The procedures required by CMA were all completed, and the liability insurance remains in place.

Public Benefit

The Trustees have had due regard to the Charity Commission guidance on public benefit reporting. The remainder of this report illustrates the activities taken to support the public benefit requirement.

Structure and Organisation

The name of the Charity is the Heartsease Community Money Advice Centre (HCMAC). The formation of the Charity was approved by the Parochial Church Council of St. Francis Heartsease on 18th June 2020. The Council approved the formation of a Charitable Incorporated Organisation (CIO) and the members of the Council are the members of the CIO, with responsibility for appointing the Trustees and approving the Annual Report and Accounts. The Charity is managed by the Trustees with the day to day responsibility entrusted to the Centre Manager (Mr. David Lechmere).

The CIO was entered on the Register of Charities on 18th September 2020.

Trustee Appointments

The Trustees are appointed by the members of the Charity, and will normally serve for a term of three years. Trustees may serve more than one term.

Training

All Trustees and volunteers are inducted into the policies and procedures of the Charity, undertaking training to ensure they are well equipped to fulfil their duties. During the year both advisers undertook training relevant to their roles.

Risk Management

The Charity carried out a risk assessment which was reviewed and approved by the Trustees during the year. It will be reviewed annually.

Authorisation

The Charity is authorised and regulated by the Financial Conduct Authority for the provision of regulated debt advice. Following the closure of the Centre the authorisation was withdrawn with effect from 5th February 2025

Affiliation

The charity is affiliated to Community Money Advice (CMA), a charity which supports the provision of debt advice in local communities, by offering templates, training, software, technical support and oversight.

Objectives and Activities

Charitable Objectives

The Purpose of the Charity is the Prevention and Relief of Poverty. Within this purpose the objects of the Heartsease Community Money Advice Centre are as follows:

- to provide education and advice on all aspects of money management and budgeting
- to advise people with regard to benefit entitlement and to assist with filling in forms
- to help those in debt to manage their finances including advice and, where appropriate, negotiation with creditors.
- to advise on appropriate debt solutions and to help clients to achieve those solutions

Activities

The Charity had permission to provide regulated debt advice from the Financial Conduct Authority. This permission was withdrawn after the closure of the Centre at the end of 2024. The activities of the Charity are reported to the Trustees at their regular meetings. More detail can be found in the Centre Manager's report.

Public Benefit

We believe that freeing people from the burden of debt reduces worry and stress and also reduces the need for State support. We believe that helping people to claim benefits to which they are entitled ensures that they do not get trapped in a downward spiral of debt. We believe that providing financial education will prevent people from getting into debt in the first place, reducing the burden on the various agencies which might otherwise have to assist them.

Insurance

The Charity has in force policies covering Professional Liability, Public Liability and Employers Liability.

Financial Matters and Accounts

The Trustees receive regular updates on the Finances at their meetings.

HCMAC Income and Expenditure Account

Income	**2024/2025 £**	**2023/2024 £**
Grants Received	**0**	**2,000**
Other Income	**192**	**50**
Total Income	**192**	**2,050**
Expenditure 2020/2021		
Governance	**345**	**1,755**
Training and Conference Costs		**340**
Rent and maintenance of premises		**2,545**
Telecommunications and Broadband	**308**	**812**
Equipment		**52**
Total Expenditure	**653**	**5,504**
Surplus	**-461**	**-3,454**
Total	**192**	**2,050**

HCMAC Balance Sheet at 31 July 2025

	2022/2023 £	2023/2024 £
Cooperative Bank Current Account	2,030	2,491
Total Assets	2,030	2,491
Total Reserves	2,030	2,491

Notes to the Accounts

The accounts are prepared on a cash payment and receipts basis to a 31st July year end.
The Charity has a Financial Policy which sets out its policies with regard to record keeping, budgeting, banking and authorising of payments.
There are no restricted funds.
The Charity has no fixed assets.
The Charity has no investments. All money is held within the current account.

Reporting and Policies

As a registered Charity HCMAC must submit reports and accounts to the Charity Commission and ensure various statutory policies are in place. In addition, as an entity regulated by the FCA, HCMAC is required to comply with the FCA's requirements with regard to reporting and policies. HCMAC also complies with the requirements of CMA in terms of the policies and procedures which are a condition of its affiliation.

The Trustees have worked to ensure that the following required policies and procedures have been formalised and put in place.

Code of Practice	Infection Control Policy
Complaints Policy	Market Conduct
Complaints Procedure	New Client Procedure
Compliance Monitoring Programme	Privacy Notice
Conflict of Interest Policy	Security Policy
Debt Advice Quality Assurance Procedures	Staff and Volunteer Authorisation
Equal Opportunities Policy	Treating Clients Fairly Policy
Financial Crime Prevention Policy	Vulnerable Adult Policy
Financial Policy	Whistleblowing Policy
CMA and FCA Compliance Checklist	

The Trustees are committed to the implementation and application of these policies and the policies are reviewed each year and updated as necessary.
HCMAC has complied with the statutory reporting requirements of the FCA.

Operations Report

During the period from 1 August 2024 to 31 December 2024 the charity received no new applications for help. It was this which informed the decision of the Trustees to close the Centre at the end of the calendar year.

For our existing clients we were able to help one to settle with his creditors, two other clients continued their informal debt management plans, and both reported that their financial situation continued to improve. At the time the decision was made to close the Centre we had three other clients who had asked us for help, but who had not been prepared to engage with us in order to allow us to assess their financial situation fully. These three were given information about alternative debt advice services.

In all respects we complied with the requirements of Community Money Advice in closing the Centre.

The liability insurance remains in force.

Accounts

Heartsease Community

Money Advice Centre

Annual Report and Financial Statements for the Financial year ending 31 July 2024

Reference and Administrative Information

Charity Name

The Heartsease Community Money Advice Centre

Charity Number

1191355

Charity Trustees

Mr Michael Culwick
Mr David Lechmere (Chair)
Mrs Deborah Lechmere (Treasurer)
Revd Janet Wyer (until September 2023)

Registered Office and Principal Address

94 Rider Haggard Road
Norwich NR7 9UQ

Bankers

The Cooperative Bank Ltd
P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.

Chair of Trustees Report

The centre has now been in operation for three years and has managed to help a number of people. We are only too well aware that for many people on the estate, and in the wider community the issue of debt is a real problem and specialist help can be invaluable in obtaining relief from it. While the Centre offers regulated debt advice we recognise the fact that there may other contributing factors to financial difficulties. For that reason we decided that our charitable objects would include help with benefit claims and financial education since these can both help people to stay out of debt.

We are very grateful to the Company of Actuaries Charitable Trust for the grant they made this year. We have sufficient funding to cover the next year of operation.

While take-up of our services has been modest we still believe there is a real need for this advice and we will continue to publicise our services and encourage people to take advantage of what we offer.

Public Benefit

The Trustees have had due regard to the Charity Commission guidance on public benefit reporting. The remainder of this report illustrates the activities taken to support the public benefit requirement.

Structure and Organisation

The name of the Charity is the Heartsease Community Money Advice Centre (HCMAC). The formation of the Charity was approved by the Parochial Church Council of St. Francis Heartsease on 18th June 2020. The Council approved the formation of a Charitable Incorporated Organisation (CIO) and the members of the Council are the members of the CIO, with responsibility for appointing the Trustees and approving the Annual Report and Accounts. The Charity is managed by the Trustees with the day to day responsibility entrusted to the Centre Manager (Mr. David Lechmere).

The CIO was entered on the Register of Charities on 18th September 2020.

Trustee Appointments

The Trustees are appointed by the members of the Charity, and will normally serve for a term of three years. Trustees may serve more than one term.

Training

All Trustees and volunteers are inducted into the policies and procedures of the Charity, undertaking training to ensure they are well equipped to fulfil their duties. During the year both advisers undertook training relevant to their roles.

Risk Management

The Charity carried out a risk assessment which was reviewed and approved by the Trustees during the year. It will be reviewed annually.

Authorisation

The Charity is authorised and regulated by the Financial Conduct Authority for the provision of regulated debt advice.

Affiliation

The charity is affiliated to Community Money Advice (CMA), a charity which supports the provision of debt advice in local communities, by offering templates, training, software, technical support and oversight.

Objectives and Activities

Charitable Objectives

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Activities

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Public Benefit

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Insurance

The Charity has in force policies covering Professional Liability, Public Liability and Employers Liability.

Financial Matters and Accounts

The Trustees receive regular updates on the Finances at their meetings.
The Trustees are very grateful to the charities which have provided the funding for the Charity.

The Charity has sufficient funding for another year of operation and will be seeking further funding during the coming year.

HCMAC Income and Expenditure Account

Income	**2022/2023 £**	**2023/2024 £**
Grants Received	**2,250**	**2,000**
Other Income		**50**
Total Income	**2,250**	**2,050**
Expenditure 2020/2021		
Governance	**1,549**	**1,755**
Training and Conference Costs	**20**	**340**
Rent and maintenance of premises	**2,500**	**2,545**
Telecommunications and Broadband	**444**	**812**
Equipment	**26**	**52**
Total Expenditure	**4,804**	**5,504**
Surplus	**-2,554**	**-3,454**
Total	**2,250**	**2,050**

HCMAC Balance Sheet at 31 July 2024

	2022/2023	2023/2024
	£	£
Cooperative Bank Current Account	5,946	2,491
Total Assets	5,946	2,491
Total Reserves	5,946	2,491

Notes to the Accounts

The accounts are prepared on a cash payment and receipts basis to a 31st July year end.
The Charity has a Financial Policy which sets out its policies with regard to record keeping, budgeting, banking and authorising of payments.
There are no restricted funds.
The Charity has no fixed assets.
The Charity has no investments. All money is held within the current account.

Reporting and Policies

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The Trustees have worked to ensure that the following required policies and procedures have been formalised and put in place.

Code of Practice	Infection Control Policy
Complaints Policy	Market Conduct
Complaints Procedure	New Client Procedure
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Equal Opportunities Policy	Treating Clients Fairly Policy
Financial Crime Prevention Policy	Vulnerable Adult Policy
Financial Policy	Whistleblowing Policy
CMA and FCA Compliance Checklist	

The Trustees are committed to the implementation and application of these policies and the policies are reviewed each year and updated as necessary.
HCMAC has complied with the statutory reporting requirements of the FCA.

Operations Report

During the 2023/2024 year the charity opened five new debt cases. There were seven still open from the previous year. Of these 12 we were unable to reach a solution in six cases because the client moved away or disengaged. We were successful in obtaining one Debt Relief Order and we carried five open cases forward into the next year.

We also helped three people with their benefit claims and, in one case, we managed to double a couple's income!

This has been another quiet year but we believe that the need for our services is still very real and are working on ways to make our work better known.

We have an office suite in the building at 94 Rider Haggard Road. This means we can meet clients in surroundings that are both relaxed and private. It also means that we can host training events and small meetings in the larger of our two rooms, and even larger events in the main part of the building.

The building is rented to the church by the Diocese of Norwich and HCMAC pays rent to the Diocese for that use on behalf of the church.

We have two trained advisers, who are both volunteers and would be happy to add to their numbers.

The Rev Janet Wyer retired from her post as Vicar of St. Francis in September 2023, and therefore ceased to be a Trustee.

THE HEARTSEASE COMMUNITY MONEY ADVICE CENTRE

England & Wales - Charity number 1191355

Accounts

Heartsease Community

Money Advice Centre

Annual Report and Financial Statements for the Financial year ending 31 July 2023

Reference and Administrative Information

Charity Name

The Heartsease Community Money Advice Centre

Charity Number

1191355

Charity Trustees

Mr Michael Culwick
Mr David Lechmere (Chair)
Mrs Deborah Lechmere (Treasurer)
Revd Janet Wyer

Registered Office and Principal Address

94 Rider Haggard Road
Norwich NR7 9UQ

Bankers

The Cooperative Bank Ltd
P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.

Chair of Trustees Report

The centre has now been in operation for two years and has managed to help a number of people. We are only too well aware that for many people on the estate, and in the wider community the issue of debt is a real problem and specialist help can be invaluable in obtaining relief from it. While the Centre offers regulated debt advice we recognise the fact that there may other contributing factors to financial difficulties. For that reason we decided that our charitable objects would include help with benefit claims and financial education since these can both help people to stay out of debt.

We are very grateful to the Company of Actuaries Charitable Trust for the grant they made this year. We have sufficient funding to cover the next year of operation.

While take-up of our services has been modest we still believe there is a real need for this advice and we will continue to publicise our services and encourage people to take advantage of what we offer.

Public Benefit

The Trustees have had due regard to the Charity Commission guidance on public benefit reporting. The remainder of this report illustrates the activities taken to support the public benefit requirement.

Structure and Organisation

The name of the Charity is the Heartsease Community Money Advice Centre (HCMAC). The formation of the Charity was approved by the Parochial Church Council of St. Francis Heartsease on 18th June 2020. The Council approved the formation of a Charitable Incorporated Organisation (CIO) and the members of the Council are the members of the CIO, with responsibility for appointing the Trustees and approving the Annual Report and Accounts. The Charity is managed by the Trustees with the day to day responsibility entrusted to the Centre Manager (Mr. David Lechmere).

The CIO was entered on the Register of Charities on 18th September 2020.

Trustee Appointments

The Trustees are appointed by the members of the Charity, and will normally serve for a term of three years. Trustees may serve more than one term.

Training

All Trustees and volunteers are inducted into the policies and procedures of the Charity, undertaking training to ensure they are well equipped to fulfil their duties. During the year both advisers undertook training relevant to their roles.

Risk Management

The Charity carried out a risk assessment which was reviewed and approved by the Trustees during the year. It will be reviewed annually.

Authorisation

The Charity is authorised and regulated by the Financial Conduct Authority for the provision of regulated debt advice.

Affiliation

The charity is affiliated to Community Money Advice (CMA), a charity which supports the provision of debt advice in local communities, by offering templates, training, software, technical support and oversight.

Objectives and Activities

Charitable Objectives

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Activities

The Charity has permission to provide regulated debt advice from the Financial Conduct Authority. The activities of the Charity are reported to the Trustees at their regular meetings. More detail can be found in the Centre Manager's report.

Public Benefit

We believe that freeing people from the burden of debt reduces worry and stress and also reduces the need for State support. We believe that helping people to claim benefits to which they are entitled ensures that they do not get trapped in a downward spiral of debt. We believe that providing financial education will prevent people from getting into debt in the first place, reducing the burden on the various agencies which might otherwise have to assist them.

Insurance

The Charity has in force policies covering Professional Liability, Public Liability and Employers Liability.

Financial Matters and Accounts

The Trustees receive regular updates on the Finances at their meetings.
The Trustees are very grateful to the charities which have provided the funding for the Charity.

The Company of Actuaries Charitable Trust

The Charity has sufficient funding for another year of operation and will be seeking further funding during the coming year.

HCMAC Income and Expenditure Account

Income	2022/2023 £	2021/2022 £
Grants Received	**2,250**	**7,740**
Other Income		**390**
Total Income	**2,250**	**8,130**
Expenditure		
Governance	**1,549**	**1,452**
Training and Conference Costs	**20**	**389**
Rent and maintenance of premises	**2,500**	**3,535**
Telecommunications and Broadband	**444**	**524**
Equipment	**26**	**878**
Total Expenditure	**4,804**	**7,080**
Surplus	**-2,554**	**1,050**
Total	**2,250**	**8,130**

HCMAC Balance Sheet at 31 July 2023

	2022/2023	2021/2022
	£	£
Cooperative Bank Current Account	5,946	8,500
Total Assets	5,946	8,500
Total Reserves	5,946	8,500

Notes to the Accounts

The accounts are prepared on a cash payment and receipts basis to a 31st July year end.

The Charity has a Financial Policy which sets out its policies with regard to record keeping, budgeting, banking and authorising of payments.

There are no restricted funds.

The Charity has no fixed assets.

The Charity has no investments. All money is held within the current account.

Reporting and Policies

As a registered Charity HCMAC must submit reports and accounts to the Charity Commission and ensure various statutory policies are in place. In addition, as an entity regulated by the FCA, HCMAC is required to comply with the FCA's requirements with regard to reporting and policies. HCMAC also complies with the requirements of CMA in terms of the policies and procedures which are a condition of its affiliation.

The Trustees have worked to ensure that the following required policies and procedures have been formalised and put in place.

Code of Practice	Infection Control Policy
Complaints Policy	Market Conduct
Complaints Procedure	New Client Procedure
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Equal Opportunities Policy	Treating Clients Fairly Policy
Financial Crime Prevention Policy	Vulnerable Adult Policy
Financial Policy	Whistleblowing Policy
CMA and FCA Compliance Checklist	

The Trustees are committed to the implementation and application of these policies and the policies are reviewed each year and updated as necessary.
HCMAC has complied with the statutory reporting requirements of the FCA.

Operations Report

During the 2022/2023 year the charity has opened five new debt cases. There were five still open from the previous year. Of these ten cases we completed three, including two successful applications for Debt Relief Orders, leaving seven to be carried forward into the next year. In addition we dealt with three cases where we helped people apply for benefits.

This has been another relatively quiet year but we believe that the need for our services is still very real and are working on ways to make our work better known. We are continuing to explore other links through which we can make our work more widely known.

We have an office suite in the building at 94 Rider Haggard Road. This means we can meet clients in surroundings that are both relaxed and private. It also means that we can host training events and small meetings in the larger of our two rooms, and even larger events in the main part of the building.

The building is rented to the church by the Diocese of Norwich and HCMAC pays rent to the Diocese for that use on behalf of the church.

We have two trained advisers, who are both volunteers and would be happy to add to their numbers.

Accounts

Heartsease Community Money Advice Centre

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Charity Name
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Charity Number
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Charity Trustees
Mr Michael Culwick
Mr David Lechmere (Chair)
Mrs Deborah Lechmere (Treasurer)
Revd Janet Wyer

Registered Office and Principal Address
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Norwich NR7 9UQ

Bankers
The Cooperative Bank Ltd
P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.

Independent Examiner
Mr A R F Rothe

Chair of Trustees Report

The centre has now been in operation for more than a year and has managed to help a number of people. We are only too well aware that for many people on the estate, and in the wider community the issue of debt is a real problem and specialist help can be invaluable in obtaining relief from it. While the Centre offers regulated debt advice we recognise the fact that there may other contributing factors to financial difficulties. For that reason we decided that our charitable objects would include help with benefit claims and financial education since these can both help people to stay out of debt.

We are very grateful to the charities which have given us grants in this financial year, The Aviva Community Fund, The Company of Actuaries Charitable Trust and the Diocese of Norwich Mission Fund We have sufficient funding to cover the next year of operation.

While take-up of our services has been modest we still believe there is a real need for this advice and we will continue to publicise our services and encourage people to take advantage of what we offer.

Public Benefit

The Trustees have had due regard to the Charity Commission guidance on public benefit reporting. The remainder of this report illustrates the activities taken to support the public benefit requirement.

Structure and Organisation

The name of the Charity is the Heartsease Community Money Advice Centre (HCMAC). The formation of the Charity was approved by the Parochial Church Council of St. Francis Heartsease on 18th June 2020. The Council approved the formation of a Charitable Incorporated Organisation (CIO) and the members of the Council are the members of the CIO, with responsibility for appointing the Trustees and approving the Annual Report and Accounts. The Charity is managed by the Trustees with the day to day responsibility entrusted to the Centre Manager (Mr. David Lechmere).

The CIO was entered on the Register of Charities on 18th September 2020.

Trustee Appointments

The Trustees are appointed by the members of the Charity, and will normally serve for a term of three years. Trustees may serve more than one term.

Training

All Trustees and volunteers are inducted into the policies and procedures of the Charity, undertaking training to ensure they are well equipped to fulfil their duties. During the year both advisers completed Level 3 of the CMA Debt Advice Course, and also undertook other training relevant to their roles.

Risk Management

The Charity carried out a risk assessment which was reviewed and approved by the Trustees during the year. It will be reviewed annually.

Authorisation

The Charity is authorised and regulated by the Financial Conduct Authority for the provision of regulated debt advice.

Affiliation

The charity is affiliated to Community Money Advice (CMA), a charity which supports the provision of debt advice in local communities, by offering templates, training, software, technical support and oversight.

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Insurance

The Charity has in force policies covering Professional Liability, Public Liability and Employers Liability.

Financial Matters and Accounts

The Trustees receive regular updates on the Finances at their meetings. The Trustees are very grateful to the charities which have provided the funding for the Charity.

The Company of Actuaries Charitable Trust
The Diocese of Norwich Mission Fund
The Aviva Community Fund

The Charity has sufficient funding pledged for three years of operation.

HCMAC Income and Expenditure Account

Income	**2021/2022 £**	**2020/2021 £**
Grants Received	**7,740**	**12,250**
Other Income	**390**	
Total Income	**8,130**	**12,250**
Expenditure 2020/2021		
Governance	**1,452**	**1,892**
Training and Conference Costs	**389**	**462**
Rent and maintenance of premises	**3,535**	**1,180**
Telecommunications and Broadband	**524**	**423**
Equipment	**878**	**843**
Total Expenditure	**7,080**	**4,800**
Surplus	**1,050**	**7,450**
Total	**8,130**	**12,250**

HCMAC Balance Sheet at 31 July 2022

	2021/2022 £
Cooperative Bank Current Account	8,500
Total Assets	8,500
Total Reserves	8,500

Notes to the Accounts

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The Charity has a Financial Policy which sets out its policies with regard to record keeping, budgeting, banking and authorising of payments.
There are no restricted funds.
The Charity has no fixed assets.
The Charity has no investments. All money is held within the current account.

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Debt Advice Quality Assurance Procedures	Staff and Volunteer Authorisation
Equal Opportunities Policy	Treating Clients Fairly Policy
Financial Crime Prevention Policy	Vulnerable Adult Policy
Financial Policy	Whistleblowing Policy
CMA and FCA Compliance Checklist	

The Trustees are committed to the implementation and application of these policies and the policies are reviewed each year and updated as necessary.
HCMAC has complied with the statutory reporting requirements of the FCA.

Operations Report

The Charity commenced operations in January 2021. In the period covered by this report we have opened 6 new cases, and closed 5 of these. We also have one continuing case from the previous year. We believe that Covid continued to have an impact on the willingness of people to meet and ask for advice.

We are becoming better known and most of our cases have come from referrals from other agencies. We attempted to run a regular drop-in session, but found that there was very little demand for this. We are continuing to explore other links through which we can make our work more widely known.

We have an office suite in the building at 94 Rider Haggard Road. This means we can meet clients in surroundings that are both relaxed and private. It also means that we can host training events and small meetings in the larger of our two rooms, and even larger events in the main part of the building.

The building is rented to the church by the Diocese of Norwich and HCMAC pays rent to the Diocese for that use on behalf of the church.

We have two trained advisers, who are both volunteers and would be happy to add to their numbers.

Accounts

Heartsease Community

Money Advice Centre

Annual Report and Financial Statements for the Financial year ending 31 July 2021

Reference and Administrative Information

Charity Name

The Heartsease Community Money Advice Centre

Charity Number

1191355

Charity Trustees

Mr Michael Culwick

Mr David Lechmere (Chair)

Mrs Deborah Lechmere (Treasurer)

Revd Janet Wyer

Registered Office and Principal Address

94 Rider Haggard Road

Norwich NR7 9UQ

Bankers

The Cooperative Bank Ltd

P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.

Independent Examiner

Mr A R F Rothe

Chair of Trustees Report

The setting up of a debt advice centre on the Heartsease Estate has been a vision of some members of St. Francis church for a considerable time. That vision was realised this year when the PCC approved a proposal for the establishment of such a centre.

We are only too well aware that for many people on the estate, and in the wider community the issue of debt is a real problem and specialist help can be invaluable in obtaining relief from it. While the Centre offers regulated debt advice we recognise the fact that there may other contributing factors to financial difficulties. For that reason we decided that our charitable objects would include help with benefit claims and financial education since these can both help people to stay out of debt.

We are very grateful to the Cinnamon Network which provided the initial grant which allowed us to get started. This grant enabled us to register with the charity Community Money Advice (CMA) and their help was invaluable in seeking and securing authorisation from the Financial Conduct Authority. We are also very grateful to the Paul Bassham Trust, Norwich Consolidated Charities, the Company of Actuaries Charitable Trust and the Diocese of Norwich Mission Fund which have all given grants to enable us to equip and operate the Charity. We have sufficient funding for the first three years of operation.

While take-up of our services has been slow we still believe there is a real need for this advice and we will continue to publicise our services and encourage people to take advantage of what we offer.

Public Benefit

The Trustees have had due regard to the Charity Commission guidance on public benefit reporting. The remainder of this report illustrates the activities taken to support the public benefit requirement.

Structure and Organisation

The name of the Charity is the Heartsease Community Money Advice Centre (HCMAC). The formation of the Charity was approved by the Parochial Church Council of St. Francis Heartsease on 18th June 2020. The Council approved the formation of a Charitable Incorporated Organisation (CIO) and the members of the Council are the members of the CIO, with responsibility for appointing the Trustees and approving the Annual Report and Accounts. The Charity is managed by the Trustees with the day to day responsibility entrusted to the Centre Manager (Mr. David Lechmere).

The CIO was entered on the Register of Charities on 18th September 2020.

Trustee Appointments

The Trustees are appointed by the members of the Charity, and will normally serve for a term of three years. Trustees may serve more than one term.

Training

All Trustees and volunteers are inducted into the policies and procedures of the Charity, undertaking training to ensure they are well equipped to fulfil their duties.

Risk Management

The Charity carried out a risk assessment which was reviewed and approved by the Trustees during the year. It will be reviewed annually.

Authorisation

The Charity is authorised and regulated by the Financial Conduct Authority for the provision of regulated debt advice.

Affiliation

The charity is affiliated to Community Money Advice (CMA), a charity which supports the provision of debt advice in local communities, by offering templates, training, software, technical support and oversight.

Objectives and Activities

Charitable Objectives

The Purpose of the Charity is the Prevention and Relief of Poverty. Within this purpose the objects of the Heartsease Community Money Advice Centre are as follows:

- to provide advice on all aspects of money management and budgeting
- to advise people with regard to benefit entitlement and to assist with filling in forms
- to help those in debt to manage their finances including advice and, where appropriate, negotiation with creditors.

Activities

The Charity received permission to provide regulated debt advice from the Financial Conduct Authority in November 2020 and opened for business in January 2021. The activities of the Charity are reported to the Trustees at their regular meetings. More detail can be found in the Centre Manager's report.

Public Benefit

We believe that freeing people from the burden of debt reduces worry and stress and also reduces the need for State support. We believe that helping people to claim benefits to which they are entitled ensures that they do not get trapped in a downward spiral of debt. We believe that providing financial education will prevent people from getting into debt in the first place, reducing the burden on the various agencies which might otherwise have to assist them.

Insurance

The Charity has in force policies covering Professional Liability, Public Liability and Employers Liability.

Financial Matters and Accounts

The Trustees receive regular updates on the Finances at their meetings.
The Trustees are very grateful to the charities which have provided the funding for the Charity. During the year grants were received from:

- The Cinnamon Network
- The Paul Bassham Trust
- Norwich Consolidated Charities
- The Company of Actuaries Charitable Trust
- The Diocese of Norwich Mission Fund

The Charity has sufficient funding pledged for three years of operation.

HCMAC Income and Expenditure Account

Income	2020/2021 £
Grants Received	12,250
Total Income	**12,250**

Expenditure	2020/2021 £
Governance	1,892
Training and Conference Costs	462
Rent and maintenance of premises	1,180
Telecommunications and Broadband	423
Equipment	843
Total Expenditure	**4,800**
Reserves Carried Forward	**7,450**
Total	**12,250**

HCMAC Balance Sheet at 31 July 2021

	2020/2021 £
Cooperative Bank Current Account	7,450
Total Assets	7,450
Total Reserves	7,450

Notes to the Accounts

The accounts are prepared on a cash payment and receipts basis to a 31st July year end.
The Charity has a Financial Policy which sets out its policies with regard to record keeping, budgeting, banking and authorising of payments.
There are no restricted funds.
The Charity has pledges of future funding from the Diocese of Norwich and the Company of Actuaries Charitable Trust which will be included when received.
The Charity has no fixed assets.
The Charity has no investments. All money is held within the current account.

Reporting and Policies

As a registered Charity HCMAC must submit reports and accounts to the Charity Commission and ensure various statutory policies are in place. In addition, as an entity regulated by the FCA, HCMAC is required to comply with the FCA's requirements with regard to reporting and policies. HCMAC also complies with the requirements of CMA in terms of the policies and procedures which are a condition of its affiliation.

The Trustees have worked to ensure that the following required policies and procedures have been formalised and put in place.

Code of Practice	Infection Control Policy
Complaints Policy	Market Conduct
Complaints Procedure	New Client Procedure
Compliance Monitoring Programme	Privacy Notice
Conflict of Interest Policy	Security Policy
Debt Advice Quality Assurance Procedures	Staff and Volunteer Authorisation
Equal Opportunities Policy	Treating Clients Fairly Policy
Financial Crime Prevention Policy	Vulnerable Adult Policy
Financial Policy	Whistleblowing Policy
CMA and FCA Compliance Checklist	

The Trustees are committed to the implementation and application of these policies and the policies are reviewed each year and updated as necessary.
HCMAC has complied with the statutory reporting requirements of the FCA.

Operations Report

The early months of the charity's first year were spent in drawing up the Constitution and gaining entry to the Register of Charities. The next step was to apply for authorisation to offer regulated debt advice. We are particularly grateful to CMA for all the advice and the helpful templates they provided to assist in this operation. While this was going on we were also acquiring the necessary equipment and receiving appropriate training. Having received FCA authorisation in November 2020, the Charity commenced operations in January 2021.

In practice the impact of Covid meant that the provision of face-to-face advice was impossible for the remainder of the Charity's financial year. It has also meant that we have not been able to publicise our services as widely as we would have liked because there was a limit to what we could offer while complying with restrictions.

We have seen a small handful of clients in the period covered by this report (up to July 2021) and have helped a few more since then. We are hopeful that when restrictions ease, and with the benefit of more publicity, we will see our caseload increase.

We have an office suite in the building at 94 Rider Haggard Road. This means we can meet clients in surroundings that are both relaxed and private. It also means that we can host training events and small meetings in the larger of our two rooms, and even larger events in the main part of the building.

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