

Company No: 01853927

Charity Reg No: 290511

National Energy Action

Operating as NEA

(A Charitable Company Limited by Guarantee)

Report of the Board of Trustees

and

Financial Statements

- for the year ended -

31 March 2024

**NATIONAL ENERGY ACTION
(Operating as NEA)**

Report of the Board of Trustees and Financial Statements

for the Year ended 31 March 2024

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The Trustees present their Annual Report, including the Strategic Report and the audited financial statements of the Charity for the year ended 31 March 2024.

Reference and administrative details

Company No: 01853927

Charity Reg. No: 290511

Business Address: 6th Floor, West One, Forth Banks, Newcastle upon Tyne, NE1 3PA

Independent Auditors: PKF Littlejohn LLP, 15 Westferry Circus, London, E14 4HD

Principal Bankers: HSBC Bank plc, 110 Grey Street, Newcastle upon Tyne NE1 6JG

Solicitors: Womble Bond Dickinson, St Ann's Wharf, 112 Quayside, Newcastle upon Tyne NE1 3DX

President: Baroness McIntosh of Pickering

Vice Presidents: Lord Best
David Green OBE
Baroness Hilton of Eggardon
Derek Lickorish MBE
David Porter OBE
Lord Shipley of Gosforth
Lord Whitty

Chief Executive: Adam Scorer

Company Secretary: Tracey Archer

Directors and Trustees: The Directors of the charitable company (the Charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

The Trustees serving during the year and up to the date of signing the financial statements were as follows:

Chair: Claire Durkin

Trustees: Syed Ahmed
Judith Damerell
Ian Deboys
Claire Durkin
Jacqueline Gardner
David Hall
Robert Howard
Frazer Scott
Professor Philip Taylor
Helen Walker
Maria Wardrobe OBE

Structure, Governance and Management

Governing Document

National Energy Action (NEA), a registered Charity, is a company limited by guarantee and not having a share capital is governed in accordance with the provisions contained in its Articles of Association. The Articles of the charity were refreshed in October 2021.

Clause 3 of the Articles of Association provides that every member, as defined by paragraph 3(b) of the Articles of Association, is liable to contribute a sum not exceeding £1 in the event of the Charity being wound up while a member, or within one year of ceasing to be a member. As at 31 March 2024 there were 374 full members and 231 associate members (2023: 349 and 182, respectively).

Operating Name

The Charity operates under the name of NEA.

Operational Management

The Charity Senior Management Team comprises:

Chief Executive	Adam Scorer
Deputy Chief Executive & Programme Director	Audra Peacock
Director of Communities	Peter Sumby
Director of Policy & Advocacy	Peter Smith
Director of Development & Partnerships	Danni Barnes
Director of Homes	Colin Timmins

Appointment of Trustees

Trustees are appointed in accordance with the Articles of Association and are confirmed each year at the Annual General Meeting (AGM) of the Charity. A trustee recruitment exercise is ongoing as Trustees' terms of office come to an end and replacement trustees are to be appointed during the 2024-25 financial year.

Trustees are recruited via a number of methods including advertising with specialist agencies and websites, using recruitment services provided by the National Council for Voluntary Organisations and the Association of Chief Executives of Voluntary Organisations and via direct approaches through known contacts and from recommendations which could be through business contacts or personal contacts of trustees, staff, vice-presidents group members and other wide-ranging networks. Our vacancies are also advertised on NEA's website, Charity Job and through NEA's pages on LinkedIn and other social media platforms.

The NEA Board of Trustees comprises individuals who can bring a particular set of skills and expertise to the Board. As part of the process to identify which skills the Board and charity needs, a Trustee skills survey is carried out on a three-yearly basis. The results of the survey are analysed and discussed by the Board in the light of both the external and internal environment and the strategic direction of the charity. When there is an identified need to appoint new Trustees, a discussion of the survey results and any existing or anticipated skills gaps on the Board help to ensure that any new appointment to the Board not only complements the knowledge, understanding and diversity of the existing Trustees; but ensures an appropriate range of knowledge, skills and expertise exists to support the charity's work.

Trustee Induction and Training

Trustees meet with the Charity's Chair and Chief Executive to discuss the role and responsibilities of the Charity's Trustees, and induction sessions for new Trustees take place with members of the Senior Management Team and Company Secretary. Trustees are provided with a support pack comprising a comprehensive collection of information about the Charity and updates to the pack are notified to all Trustees as changes occur. A secure Trustee webpage exists to hold additional resources for NEA Trustees.

As part of on-going training and development, Trustees are provided with opportunities to attend events throughout the year and to attend the Charity's Annual Conference and AGM, where major issues concerning the environment in which the charity works are discussed with representatives from providers of energy efficiency services to low-income households, the fuel utilities, health professionals, voluntary organisations, consumer groups, regulatory bodies and national and local government. The annual conference took place in Leicester in December 2023 and the AGM took place online in December 2023. The 2024 Conference venue has yet to be determined. The AGM will continue to be held online in order to attract the maximum number of participants.

Trustees are also provided with specific training opportunities, as they arise, in areas such as Charity governance and financial matters. Four trustees attended charity governance refresher training, whilst the Board level safeguarding champion attended refresher training in the subject. Trustees will continue to complete regular refresher courses in charity governance, finance and safeguarding during the coming year.

NEA continues to strive towards ensuring it employs best practice in its trustees and governance structures as well as in its operations. Work has been completed in producing a scheme of delegation for financial matters, and a similar exercise for governance issues is almost complete. These documents ensure a clear framework exists for both trustees and the senior management team to operate in; and that the policies and processes remain fit for purpose into the future. Work on the action plan to ensure NEA complies with the Charity Governance Code continues with an emphasis on embedding equality, diversity and inclusion across all areas of NEA's work as outlined in the Charity Governance Code.

A People and Cultures Committee is in place. The Committee sets the pay and remuneration of the Charity's key management personnel and any benchmarks, parameters or criteria used in setting their pay, which is benchmarked by external consultants every three years. It also reviews the NEA terms and conditions of employment and provides guidance and support for staff welfare and organisational cultural matters. The Committee met three times in 2023/24. The Committee was involved in the transition to hybrid working contracts which was completed in year and is overseeing the development of a People Strategy which will cover all aspects of NEA's employment, including the organisation's culture and embedding of equality, equity, diversity and inclusion from the front line staff up to Board level.

Trustees are prohibited by NEA's governing document of receiving payment for their role in governance other than out of pocket expenses. Conflicts of interest are declared at the start of each meeting. There are therefore no declarations to be made regarding any remuneration paid to any serving Trustee.

Organisation

NEA is administered by a Board of Trustees which meets a minimum of four times each year. The Board has a number of sub-committees including a Committee for Audit, Risk and Finance which meets four times a year and a People and Cultures Committee which meets three times a year. A Policy Working Group helps act as a sounding board for the policy team. The Chief Executive is appointed by the Trustees to lead on the management of day-to-day operations, with reference to the scheme of delegation.

Risk management

The Trustees have a risk management strategy that comprises:

- A quarterly review of the key risks at each Board meeting together with a status change record;
- Monthly management review of the operational and strategic risks the Charity may face, and the implications of those risks. Considering the controls in place, necessary planned responses are documented;
- Appropriate controls including systems and procedures to avoid, mitigate, transfer or insure those risks identified in the plan; and
- Procedures designed to minimise any potential impact on the Charity should those risks materialise.

The NEA Committee for Audit, Risk and Finance (CARF) ensures that formal processes for risk management are in place and effectively working across the organisation. The Committee met four times in 2023/24.

In a review of risks the Trustees have recognised the key risks facing the Charity are driven by economic and political changes on our beneficiaries and our response to those challenges, including:

- High wholesale gas and oil prices - impacting on customers, particularly fuel poor and those at risk of fuel poverty.
- Fall in real incomes – increasing in breadth and depth of fuel poverty.

We are past the worst peaks of the energy price crisis – although the dimension of our fuel poverty challenge has broadened and deepened. The 'post-crisis' mindset is becoming embedded. The response to cost-of-living pressures is moving away from energy bill interventions.

The cost-of-living increases and the increase in the energy price cap impacted fuel poverty levels, which were 5.6million from 1 July 2023. This resulted in increased demand for NEA services. Whilst the likelihood of the risk was anticipated, and the charity was able to make some preparations, the impact continued through the 2023/24 winter months.

The Charity strengthened its public facing staff resources, increasing the number of staff working with vulnerable households and enhancing winter support packages; offering practical and financial aid. Standardisation of advice across an expanding team was reinforced by a dedicated client QA role. A web chat facility continues to complement the telephone advice line and colleagues were appropriately equipped with additional training in professional boundaries and safeguarding.

- The UK Government's commitment to Fuel Poverty given the competing priorities for public funds.

The high wholesale gas and oil prices and the fall in real incomes have been further impacted by political uncertainty during the period. Presenting competing priorities at government level, this increased the risk of insufficient action on fuel poverty and inadequate governmental support to households.

There has recently been a change of UK Government and as a result a likely expansion of funded energy efficiency for fuel poor homes, potentially with a greater emphasis on locally delivered/co-ordinated schemes, NEA will explore how expansion is planned and delivered, and the role NEA has in maximising the impact for fuel poor homes.

NEA's enhanced advocacy capability and impact, affords it an influential position to ensure a strong awareness of the causes and consequences of fuel poverty, influencing political expediency in offering financial support for fuel poor households.

During 2023/24, NEA has enjoyed, and been challenged by, a sustained period of responsive growth. Responsive to need and opportunity. We have added additional capability, capacity and creativity. To mitigate strain on legacy systems and processes, the charity has embarked on a period of business transformation to prepare NEA to deploy those advantages to greater effect and impact.

The continuing implementation of the Fundraising Strategy has helped the charity take advantage of a range of opportunities.

Work on extrapolating and disseminating the lessons learned from our operational and advocacy activities to provide front-line evidence on what works and what doesn't at a grass roots level for those who are vulnerable and living in a cold, damp home, is embedded into NEA's day-to-day activities and continue to provide lessons for future policies and schemes for other practitioners in the field.

NEA has increased its policy and advocacy resource by providing dedicated resource in Wales and Northern Ireland whilst continuing to work closely with our sister organisation Energy Action Scotland to ensure the lessons learned from a whole UK approach can be compared, contrasted and disseminated.

Public Benefit report

Chair's Report

We are coming to the end of our Five-Year Strategy. The context in which we work remains challenging and the future uncertain. Our current strategy was agreed before the pandemic and cost-of-living crisis yet has remained robust and relevant. It has helped NEA to maintain focus on our longer-term objectives as we continue to support the urgent interventions demanded of us during the cost-of-living crisis.

However, that strategy could not anticipate the period of expansion that NEA has experienced. Over the period the strategy, to date, we have grown in size, more than doubling our turnover to over £13m, with expectation of increasing this to over £17m in 2024/25. We have also grown in capability, and impact for our clients. Making the most of that growth, in the service of our charitable beneficiaries, will be a major theme for the year to come.

We continued to diversify and deepen our income streams as we have expanded. The NEA Committee on Audit, Risk and Finance have ensured that our growth is prudent, sustainable and is in line with our strategic objectives and charitable aims. We are a larger and more complex organisation but are in resilient and robust health with strong financial governance capability and assurance.

NEA works on behalf of fuel poor households in England, Wales, and Northern Ireland. Last winter, NEA estimated that there were 6.5 million households living in fuel poverty across the UK. That is two million more households who were unable to keep their homes affordably warm, healthy, and safe during the coldest months than at the start of the energy crisis in 2021.

Tackling this terrible reality for millions of people is what motivates everybody who works at NEA, and those who sit on the Board of Trustees. That our motivation remains so high in such desperate and challenging times is testament to our resolute determination to improve the lives of those struggling to afford the cost of a warm home.

I offer my heartfelt thanks to all the staff and trustees at NEA for their hard work and commitment over the year and to our partners for your steadfast support.

Strategic Review

National Energy Action's mission is that 'everyone should be able to afford to keep their homes warm and safe'. The activities undertaken by the charity to carry out its charitable purposes are for the public benefit and the charity has complied with its duty to have due regard to the Charity Commission's public benefit guidance when exercising any powers or duties.

Our advocacy and influence, our advice and support services, our awareness-raising and partnership development all work toward this mission. We deliver our mission through direct support to households in fuel poverty, influencing decision making to make a lasting difference for fuel poor homes and by building partnerships that increase the scale and effectiveness of action for warm homes.

The year ended with average domestic energy prices of £1,928 between January and March 2024. Domestic energy debt levels soared, with the average debt level increasing by around 50%, with the total now sitting at its highest ever level of £3.1 billion. The number of households in debt increased by around 20%.

In April 2023, the Energy Bills Support Scheme ended. In July 2023, so did the Energy Price Guarantee (EPG), increasing annual energy payments for the typical household. Standing charge increases worsened the situation.

2023/24 was another year of balancing the urgent need to support households affected by the cost-of-living crisis and advocating for fundamental action to eradicate stubborn fuel poverty across the UK.

2024/25 saw a change of government and hopefully a focused and honest debate on the circumstances in which some of the poorest and most vulnerable households in the UK must live and the role of Governments and others in transforming those circumstances.

Everything we do, we do in partnership with others. We are proud that by the end of 2023/24 600 organisations of different sorts were members of NEA. We start a new year determined to play our full and unique role in making progress to reduce the numbers suffering in fuel poverty.

Objectives, strategies and activities

Key objectives for the year and principal activities undertaken

We expanded the reach of our services, supporting more households directly and reaching into more marginalised communities.

We developed major new programmes of work around cold homes related health impacts and community support.

We pushed for change from companies, regulators, and Government to make the energy market more responsive to the need of fuel poor households.

We worked constructively with Government in England, Wales, and Northern Ireland to deliver action to back up fuel poverty strategies.

We stepped up our role as a convenor for the fuel poverty movement, especially with our in-person regional fuel poverty forums.

We began a business transformation programme to make NEA more agile and effective across all our activities.

NEA ends the year bigger, stronger, and better equipped to deliver on our mission and strategy.

Our Five-Year Strategy – Every Home Should Be a Warm and Safe Place

NEA has a five-year strategy that will enable the Charity to drive toward its mission that everyone should be able to afford to keep their home warm and safe. The strategy has a strong focus on our beneficiaries, the alignment of fuel poverty with the net zero agenda and a transformation of our core enabling systems and processes.

The Strategy identified three key priorities for NEA:

- **Tackling the Worst First** and bringing targeted investment to those whose conditions are gravest, whose need is greatest and who have the least ability to act themselves.
- **Support Guaranteed** so good levels of support are available and based on need, not by a series of lotteries; and
- **A Decade of Delivery** not only in energy and net zero policy, but in welfare provision, public health, housing standards and community advice and support.

Our 5-year strategy is designed so that all NEA activities across advocacy, householder support and partnership development contribute to one, two or all of our strategic priorities. It requires NEA to work over successive years to build a broader and stronger movement to eradicate fuel poverty across the UK.

During 2023/24 NEA has delivered on its three key priorities as detailed below:

Advice and support

We supported over 13,000 households living in or at risk of fuel poverty. Of these clients, 69.2% represented complex cases. These were clients who needed additional care, handholding, and engagement.

Clients accessing our service last year faced a higher risk of experiencing fuel poverty, as well being more vulnerable to the worst of its effects. Often, these vulnerabilities overlapped.

- 67% had an income of less than £12,000 a year, and 89% had an income of less than £16,000 a year.
- 27% were single parents with dependent children.
- 24.2% had at least one child under the age of 5 living with them.
- 78% lived in rented accommodation – 17.4% in the private rented sector and 61.3% in the social rented sector.
- 75% had at least one health condition, additional need, and/or a disability often, they had more than one. 97% of clients using our Warm and Safe Homes (WASH) service were unable to keep their home warm, or could only do so with difficulty, at point of first contact with NEA.
- 89% of WASH clients were cutting back on food and other essentials when they came into the service.

Of our clients with a health condition or disability:

- 15% had a cardiovascular condition.
- Over half (51%) had a mental health condition.
- 16% had a musculoskeletal condition.
- 18% had a respiratory condition.

Providing households with a range of support, tailored to their needs and capabilities, enabled us to find the most appropriate and timely solutions available to them.

- £4,378,441 total financial benefit to clients secured through income maximisation and welfare support.
- £2,353,361 immediate financial benefit to clients secured through energy-related advice and support.
- We almost halved the proportion of our WASH clients who reported being unable to keep their home warm and lifted 12% out of fuel poverty.
- We reduced the proportion who had their heating on lower or less often than they would like by a third.
- One in three worried less about paying their energy bills after receiving support.
- A fifth said their financial situation had improved and over a quarter (26%) felt as though their household budget overall was more manageable.
- 60% (three in five) reported knowing more about saving money at home while also keeping warm.
- We reduced the proportion of WASH clients who were rationing food all or most of the time by a fifth, and doubled the proportion who never or rarely did this.

- One in three said their physical health was either a little or much better after support, with 72% of those linking it to the support they received.
- More than one in three found their mental health to be much or a little better after support, with just under 80% of those linking it to the support they received.

In Communities

We work in communities as well as with individual clients. Our "Warming Communities" programme provides support and energy solutions to some of the most underserved and marginalised communities in England and Wales.

- Last year it ensured that 1,775 vulnerable clients could access community-based, targeted support and overcome barriers in accessing mainstream schemes.
- It also delivered over 3,000 Winter Warmth Packs to clients in desperate need.
- The delivery model is based on responding to local need through collaboration with over 80 trusted local partners who understand their service users.

Wales

- This past year has continued to see record numbers of households in Wales unable to afford to keep warm at home, with 98% of all lower-income households estimated to be living in fuel poverty.
- Our polling with YouGov has also found that Welsh households were more likely to tell us they were in energy debt than other households across GB and more likely to tell us they were in higher levels of energy debt than other households across GB.
- As well as delivering direct support, advice and training in Wales, we have:
 - advocated to ensure the needs of fuel poor households in Wales are at the heart of policy decisions and the public policy debate;
 - frequently engaging with national and local government, Ministers, Senedd Committees, elected representatives, regulator, industry, media, and campaign partners;
 - successfully influencing the Welsh Government to:
 - focus its new Warm Homes Programme on providing deeper retrofit for those least able to pay, taking a 'fabric, worst and low carbon first approach', and significantly increasing the spend per property;
 - support shared calls on the UK Government and Ofgem (e.g. to help address debt, provide deeper price protection, reduce standing charges)
 - convene hundreds of partners to come together in Wales to help tackle fuel poverty, via our Wales Fuel Poverty Forums and Wales Fuel Poverty Conference

Northern Ireland

- NEA Northern Ireland became a member of the Department for Communities Fuel Poverty Reference Panel to advise and support the new and emerging Fuel Poverty Strategy.
- We grew our Belfast Warm and Well Project by identifying five community groups working across seven localities where the prevalence of excess winter mortality has been consistently higher over the past decades. This enabled communities to improve their scope and reach by extending opening hours, providing warm spaces while raising awareness of fuel poverty and directing solutions which included direct financial support, cookery lessons and exercise sessions for all age groups.
- We facilitated the dissemination of 3,000 winter warmth packs across 36 key organisations who deal directly with those in need of support.
- Our training continued to meet the needs of communities and organisations, through City & Guilds, CPD accredited courses and directly into homes through our reach to 300 individuals who attended our workshops.

Advocacy

Working with our advocacy partners, we successfully campaigned for:

- A change to the energy price cap meaning that the premium faced by prepayment customers has now been eliminated. Prepayment meter customers now face the lowest charges of any payment type in the price cap. This has instantly reduced the fuel poverty gap by £100million.
- A commitment from the UK Government to spend £6billion on energy efficiency up to 2028, including a continuation of local authority-led fuel poverty schemes.
- The implementation of substantive new rules that prohibit the forced installation of prepayment meters in vulnerable households. This also led to redress given to households who had undergone a forced installation in the period 1 January 2022 to 1 January 2023, expected to total £0.5million in compensation.
- New consumer standards for energy customers, making it easier for domestic customers to contact their suppliers and to help provide support for domestic customers who are struggling with their energy bills.

Research

To represent the lived experience of fuel poverty and practice-based experiences of frontline professionals and stakeholders, the research team has:

- Surveyed over 1,800 households.
- Interviewed approx. 70 households.
- Engaged with over 300 stakeholders.
- Published 8 high quality reports.
- Spoke or participated at 17 conferences or events.

In addition, the Insights and Impact Team has issued 3 monthly bulletins collating fuel poverty and associated research from across industry, policy and academia; this included 106 publications across fields such as housing, health, Net Zero, behaviour change, energy policy and regulation, energy efficiency, and poverty and inequality.

Our Plugged In research project, working with Friends, Families and Travellers and supported by the Which? Fund explored the lived experience of Gypsy, Traveller, Roma and Nomadic Communities (GTRNCs) living in or at risk of fuel poverty through the height of the energy crisis in 2022/23.

Our research found that:

- Almost half (43%) of surveyed GTRNCs did not receive any government support through the energy crisis.
- Four out of five (80%) households were turning the heating off to save money, with more than half (51%) doing this 'all of the time' or 'some of the time'.
- Energy/fuel is unaffordable for more than 70% of GTRNC households.
- More than half (61%) reported borrowing money to pay for energy/fuel in the last 12 months.

Communications

NEA has sought to enhance our communications outcomes across events, traditional and social media as part of our bigger voice workstream.

- NEA had a 62% increase in print and online mentions with 7,854 articles quotes and op-eds in print and online media (up from 4,847 as at 31 March 2023).
- NEA had 1,677 Broadcast appearances and mentions, 9,531 media mentions and appearances.
- NEA also added 4,090 social media followers including 777 on Twitter/X, 347 on Facebook, 1,925 on LinkedIn and 599 on Instagram.

Events

This year we held our national Conference in Leicester and our Wales Conference in Cardiff.

- Our Leicester conference had 352 delegates registered, (319 in January 2023). Including the sponsors OVO and Cadent as well as NEA, 28 organisations exhibited at the conference.
- We sent 98 tweets over the three-day period, with the hashtag #EnergyCrisisConf, which received 41,200 impressions and our posts on LinkedIn reached 2,900 accounts. 100% of respondents were either 'satisfied' or 'very satisfied' with the conference overall.
- During 2023/24, over 500 stakeholders attended our Regional Fuel Poverty Forums.
- NEA's Fuel Poverty Awareness Day had 183 media mentions and was trending fifth on Twitter/X. Thousands of organisations and individuals supported us on the day, which meant that the hashtag had a potential reach of just under 11 million. We engaged elected officials, securing support from nearly 50 MPs, our awareness day was mentioned in Parliament and the Cross-Party Group in Wales held in the Senedd that day.

Training

NEA's Training and Assessment team continued to develop new and existing products to respond to identified gaps in existing skills and education provision.

- This included the launch of a new NCFE Level 1 course and qualification 'Using Energy in the Home' qualification, a bitesize mobile phone friendly Vulnerability E Learning module, an extended range of digital learning products as well as Water and Energy efficiency related learning products and partnerships.
- The Training and Assessment team has focussed on the development of new relationships with partners that are not in the energy sector. New partners identified include colleges, HM prisons and other supporting organisations, universities as well as an expanded education offer.
- The team also successfully passed two external quality assurance audits over the year.
- NEA trained over 7,600 advisors with attendees indicating that they expect to pass on advice to 16 householders per week, helping around 6 million households in total. The proportion of course attendees who indicated a good or excellent knowledge of the subject prior to attending a course was 24%, that grew to 96% after the course. 98% of course attendees said they are likely to recommend the course to others.
- The team also delivered education sessions to 1,300 school children.

Innovation and Technical Evaluation

- The team have completed 4 projects in the year including an evaluation of Wakefield Council's Mega Solar scheme, Smart solar in Barnsley with Age UK Barnsley and Energise Barnsley, the evaluation of Smart solar in Cannock with Chase Community Solar and Beat the Cold, and the customer engagement aspect of the Northern Gas Networks Redcar Hydrogen Community project.
- 11 live projects will move forward to the new financial year (2024-25), with 8 of these to conclude during the year.
- Two new demonstration projects have been instigated and will ramp up in the coming year. One will investigate the benefits of optimising the efficiency of gas heating systems and making them ready for future transition to heat pumps. The other will study retrofit approaches to improving indoor air quality in properties with identified damp, and mould problems.

Warm and Safe Homes in Fishwick

- A second phase of work was undertaken at Fishwick. Failed external wall insulation (EWI) was removed, problems caused by damp penetration rectified, and new EWI installed. As a duty of care, NEA and their contractors also dealt with related structural, electrical safety, and gas safety issues in the homes, not all of which were related to the failed EWI but were necessary to leave the homes in good order. 23 homes were completed in phase 2, meaning that a total of 45 homes have now had problems rectified.

- Technical and social evaluation of the properties is ongoing to ensure that the rectification work is satisfactory both in quantitative terms, and also in the perception of the householders. It is expected that the results of the evaluation will be published towards the end of 2024.
- Twelve-month surveys were undertaken on the properties worked on in phase 1, marking the end of the defects period for those homes. Any issues uncovered during the defects period will be rectified.

Key Beneficiaries

The key beneficiaries of NEA's work are low income and other vulnerable households, particularly older people, families with young children and those living with a long-term illness in poorly insulated and under-heated homes. In 2023/24 households at risk during the cost-of-living crisis were a major priority. Additionally, agencies which support these groups benefit from NEA's work including other national charities and service providers. The Trustees have considered the Charity Commission's General Guidance on Public Benefit.

Supporting members

By the end of March 2024 NEA had 605 ordinary members of which 374 were full members who carry voting rights within the charity's constitution. 425 were Supporting Members (free membership) and 180 Enhanced Members (fee-paying). NEA also has 46 members of its Business Supporters Group (BSG). During 2023/24 NEA held:

- 2 in-person member conferences in September 2023 and March 2024. These were attended by delegates representing 26 BSG member organisations. Speakers included representatives from Ofgem, Committee on Fuel Poverty, DESNZ and Bristol University.
- 4 Zoom 'Spotlight' sessions featuring members AgilityEco, ElectraLink, Evouchers and Kensa Group who presented to over 180 NEA standard/ordinary members.
- BSG members also received, via Zoom, 4 policy updates from the Policy and Public Affairs team; and 2 project updates from the Homes directorate and Research team.

This interaction with our members enables the sharing of insight and helps to shape NEA policy developments and campaigns.

Key performance indicators

KPIs for 2023/24 were set to ensure the financial position of the Charity remains strong, that internal systems are robust and that the Charity continues to deliver the three strategic aims.

In 2023/24:

Financial Management

NEA had budgeted for a surplus of £167,875 but has produced a surplus on activities of £378,260. The main reason for the increased surplus is unbudgeted donations.

In accordance with the Reserves Policy, during 2022/23 the Board approved the establishment of a designated reserve and a new restricted reserve was created. The restricted reserve related to a £600,000 donation which was received from Shell during 2022/23 to carry out additional advice activities. During 2022/23, £146,000 of this reserve was expended and the remaining balance of £454,000 as at 31 March 2023 was expended during 2023/24 on these activities. The balance on the restricted reserve as at 31 March 2024 is £nil. A further restricted donation was received during 2023/24 of £600,000. Shell advised during 2023/24 that they required all of their funds to be spent by 31 March 2024 (a total of £1.054m). This required significant changes to planned designated and restricted fund expenditure, in particular the Crisis Fund (designated fund), and the Shell Restricted Fund, of which only £300,000 of the £1.054m was budgeted for expenditure in 23/24.

The designated reserve of £1,277,700 as at 31 March 2023 relates to donations received during 2022/23 and during 2023/24, £116,282 of these funds were expended. Further expenditure against designated funds has had a slower start than anticipated due to Shell requesting that the £1.054m restricted fund be spent by 31 March 2024. The remaining funds in this reserve of £1,161,418 as at 31 March 2024 will be used in future financial years to pay for hardship grants, interventions in relation to the Net Zero Transition agenda and two major Advocacy Campaigns.

	£
SOFA Net Income - Unrestricted Funds	(419,042)
Expenditure incurred from Designated Reserve	116,282
Transfer from Restricted Funds	1,255,428
Unrealised Gain on Listed investments	(312)
Increase in General Reserve	952,355

Delivery

93% of the work programme was successfully delivered on time with 7% of the programme carried forward into 2024/25 due to agreed changes to delivery schedules. (2022/23: 94% of the work programme delivered with 6% of work programme carried forward).

Management

During 2023/24, NEA has adapted to increased capacity to accommodate demand for services during the current economic climate. The transformation of core processes and systems continues to ensure that NEA remains flexible, robust, and impactful.

Warm Zones CIC

Warm Zones CIC (WZ) was a wholly owned subsidiary of NEA. During 2018/19 Warm Zones Directors placed the company into administration and by the end of the 2018/19 Warm Zones had been placed into liquidation.

At the time of liquidation WZ owed NEA £1,739,001. The recoverable amount which was included within NEA's debtors as at 31 March 2023 was assessed as £365,115. During 2023/24 the charity received the final dividend sum of £394,936 from the liquidators of WZ and this recoverable amount is £29,821 higher than the amount that was expected to be recoverable as at 31 March 2023. Provision has been included in NEA's accounts in previous financial years for the WZ net unrecoverable balance of £1,112,961 but as a consequence of the higher recovery rate, the total bad debt provision for the WZ unrecoverable debt has reduced by £29,821 from £1,112,961 as at 31 March 2023 to £1,083,140 as at 31 March 2024. This reduction has been processed through the charity's Statement of Financial Activities in the current financial year.

NEA's balance sheet as at 1 April 2023 included an Ofgem creditor balance of £0.313m which related to the gross value owed by WZ to Ofgem. It was clear from discussions held during 2022/23 that Ofgem expected the amount owed to them to be used to fund expenditure on the Preston/Fishwick programme. During 2023/24, the remaining £0.313m creditor balance has been utilised and the Ofgem creditor balance as at 31 March 2024 is £nil.

At the time of signing, discussions and processes to bring these outstanding matters to conclusion are ongoing. The significant level of provision which has been made has reduced NEA reserves, but the Board is confident that NEA's reserves and financial arrangements are adequate to ensure that the charity remains a going concern.

Green Network Energy

During 2020/21, work was carried out on behalf of Green Network Energy (GNE) in relation to the Warm Homes Discount scheme but in January 2021 GNE entered administration. At the time of the administration GNE owed NEA £413,867. Provision has been included in NEA's accounts in previous financial years for the GNE net unrecoverable balance of £372,480. The recoverable amount which was included within NEA's debtors as at 31 March 2023 was assessed as £41,387. During 2023/24, based on an update from the liquidators of GNE, no further bad debt provision has been processed through the charity's 2023/24 Statement of Financial Activities for the unrecoverable element of the GNE debtor as the anticipated recovery rate has not changed. The total bad debt provision which has been processed through the charity's Statement of Financial Activities for the GNE net unrecoverable balance is £372,480. The remaining recoverable balance of £41,387 is included within NEA's trade debtor figure at 31 March 2024 which is disclosed in note 15 and it is expected that the outstanding sum will be received in full.

Financial Review

Statement of Financial Activities (SOFA) - 2023/24

The Statement of Financial Activities (SOFA) shows a net expenditure on unrestricted activities of £419,044 (2022/23: net income £1,530,115). The transfers into the Charity's General Reserve are detailed below and the balance on it has increased by £952,353 from £3,331,512 at 31 March 2023 to £4,283,865 (2022/23 £808,699 increase). The reason for

the positive movement is the transfer of £1,255,428 from the Restricted Reserve to the General Reserve as a result of a surplus being earned on the 2023/24 restricted activities of the Charity. During 2022/23, as there was a significant increase in donations received by the charity, the decision was made by the Board to establish a designated reserve of £1,277,700. During 2023/24, £116,282 of this reserve has been expended and the remaining funds of £1,161,418 held in this reserve will be expended in future financial years furthering the charitable aims of the charity and will include hardship grants, interventions in relation to the Net Zero Transition agenda and two major Advocacy Campaigns.

Principal Income Sources and Fundraising

NEA's income is derived principally from delivery of services for a wide range of organisations. The Statement of Financial Activities shows that total income increased by £1,129,475 from a total of £12,163,682 in 2022/23 to £13,293,157 in 2023/24, a 9% increase. The increase is principally a result of growth in consultancy, sponsorship and grant income during 2023/24.

During 2023/24, £1,154,940 of income was received from donations which is £1,209,672 less than the £2,364,612 which was received in 2022/23. The donations received during the year have been from both organisations and individuals. Since 2022/23, predominantly due to both the energy and cost of living crises, NEA's public profile has been raised significantly which has resulted in significant donations being received from both organisations and individuals. It is the charity's intention to use this income to further its charitable aims and objectives and to this end, the charity established two reserves in 2022/23. The first reserve established was a designated reserve of £1,277,700 and during 2023/24, £116,282 has been expended. The funds in this reserve have been used and will be used in future financial years to pay for hardship grants, interventions in relation to the Net Zero Transition agenda and two major Advocacy Campaigns. The second reserve was a restricted one and it related to the £600,000 which was received from Shell of which £146,000 was expended during 2022/23. The remaining funds in this reserve of £454,000 were expended during 2023/24 as a result of carrying out additional advice activities during the current financial year.

Consultancy and Sponsorship income have increased in total by £612,290 from a total of £3,173,477 in 2022/23 to £3,785,767 in 2023/24. The main reason for this growth can be attributable to additional funding streams being awarded to the charity by a variety of funders which include Cadent, Northern Gas Networks, SGN, Leicester City Council, Wales & West Utilities, Northumbrian Water & Orbit Housing Association Limited.

Grant income has increased by £1,648,773 from £6,219,002 in 2022/23 to £7,867,776 in 2023/24. This increase is due to additional sources of funding being awarded to the charity by a variety of funders which include National Grid, Smart Energy GB and British Gas/Centrica. This growth in grant income has enabled the charity to help more vulnerable, low income households by funding fuel payments, repairs and replacements of boilers and central heating systems, the distribution of winter warmth packs and essential energy efficient household items, and the provision of both welfare benefits and energy advice and training within community settings. During 2023/24, the Fishwick - Preston project's contractors Seddon Construction Limited, carried out repairs to 23 homes which had faulty external wall insulation which had caused a number of issues for the householders. This project generated income of £2,284,669 which represents an increase of income of £279,163 when compared to 2022/23.

Fundraising policy

NEA has significantly increased its income from general public fundraising over the past 12 months through fundraising campaigns, events and initiatives. In order to respond to this opportunity, a newly formed fundraising team was established within the Fundraising and Partnerships department. The fundraising team comply with both the Charity Commission regulations and the Fundraising Regulator Code of Practice to ensure responsible and ethical fundraising activities. A fundraising Customer Relationship Management (CRM) system has been implemented by the team to safeguard donors data and ensure full compliance with the Charity Commission's regulations and the Fundraising Regulator Code of Practice. No complaints have been received to date by the charity regarding its fundraising activities.

Investment powers and policy

Under the Articles of Association, the Charity has the power to invest in any way the Trustees deem appropriate. The Trustees, having regard to the liquidity requirements of operating the Charity, its Reserves Policy and risks inherent in different vehicles for investment, continue to operate a policy of keeping available funds in interest deposit accounts with its bankers HSBC and Santander and with the CCLA Deposit Fund, prioritising security and liquidity ahead of yield.

Grant Making Policy

NEA makes grants to institutions to further each of the three charitable aims. Grants are funded by NEA's funders and the volume and value of grants made are agreed with the funders. Grants are paid subject to the criteria set out by the funder. Further detail of grants awarded to institutions in the year can be found in note 9. In addition, NEA makes grants to individuals under hardship fund arrangements. These cases are referred to NEA by various care and voluntary organisations which work directly with vulnerable families and individuals.

Reserves Policy

The General Reserve, which represents an accumulation of surpluses from earned income, is available to enable the Charity to continue to fulfil its objectives, to meet existing commitments and to provide funds for tangible asset replacement and project development. The policy, agreed by the Board of Trustees in May 2024, is reviewed annually and aims to provide sufficient reserves to meet contractual commitments and a risk-assessed level of funds to ensure the charity remains a going-concern over the medium term. The Policy also aims to ensure that reserves are not excessive. The range agreed as appropriate for 2023/24 is £2.7 million to £3.2 million. The Trustees regularly monitor the risks facing the Charity allowing them to test the adequacy of the reserves policy in the light of the prevailing economic situation and the current funding climate. The General Reserve as at 31 March 2024 was £5,447,613 (2023/24: £4,611,230).

During 2022/23, the Board approved the creation of a designated reserve. The designated reserve of £1,277,700 as at 31 March 2023 related to donations received during 2022/23. During 2023/24, £116,282 of this fund has been expended and the remaining funds of £1,161,418 in this reserve as at 31 March 2024 will be used in future financial years to pay for hardship grants, interventions in relation to the Net Zero Transition agenda and two major Advocacy Campaigns.

Reserves currently exceed the proposed upper reserves level of £3.2m and are expected to increase throughout the medium term to 31 March 2027. The plan to reduce NEA reserves to within the preferred range has been approved by the Board in May 2024.

Going concern consideration

The Board and senior management have considered both the level of reserves and the ongoing impact of the cost of living and energy crises on the charity. Following a review of cash forecasts, planned operations and financial implications; a satisfactory percentage of income has been secured for the next 12 months and there is sufficient anticipated income to cover the costs of the charity well into 2024/25. Taking into account all potential limitations on the delivery of outcomes or the finalising of income streams, over the next 12 months, the charity is satisfied that it remains in a satisfactory financial position as a going concern and it will endeavour to maintain its reserves position.

Plans for the future and new opportunities

Our Three-Year Business Plan

The 2022/25 business plan identifies five core challenges and eight key transformation workstreams. The core challenges will inform our annual planning. They are:

1. The cost of living and the energy crises will continue to challenge NEA as an advocate and advice provider. We do not aim to be a large-scale advice provider so we need to be clear what we provide, how we provide it, what the limits and boundaries of that support are and what powerful insight we can generate.
2. Political considerations could threaten progress in some of our key advocacy areas or it could create opportunities for radical changes in the approach to fuel poverty and warm homes. We may need to surf political opportunity, not work within a stable policy regime.
3. Energy Efficiency in fuel poor homes is at the heart of our Strategy. However, action to deliver Warm Homes within the decarbonisation of heat agenda may remain at too small a scale to have a significant impact. Longer term solutions to fuel poverty need to be promoted alongside (or to compensate for inadequate) mitigation action.
4. The composition and regulatory framework for the retail energy market will be subject to significant change. Consolidation of suppliers, reduction of cost base and measures to stabilise the retail market present an opportunity to put in place deeper price protection for low-income households alongside likely changes to the price cap mechanism.

5. How NEA comes out the other end of the COVID restrictions could change the character of the charity as a place to work, our delivery models, our recruitment, accommodation strategies, systems, and procedures. The charity, our people, partners, and clients have a range of preferences and needs.

A number of transitional workstreams are outlined in our business plan to help NEA respond positively to a number of challenges. Delivery on the workstreams is staggered over the three year life of the business plan, but work on all of them is underway. Each workstream is summarised below:

1. Advice Service Strategy

NEA advises and supports thousands of households each year. We do not plan to grow into a large-scale advice provider, but we will continue to provide advice to help households, understand their issues, understand the strength and weaknesses of support programmes and give NEA authority as an advocate. This delivery also generates important income to fund the charity's campaigning activity. During 2023/24 we were a multi-channel advice provider.

Aim: To structure our advice services to deliver an effective, impactful experience for our clients, allow our teams to work efficiently and with adequate support and to provide the charity with the authority to speak on behalf of fuel poor and vulnerable households.

2. Integrating Policy and Practice

We are the leading policy and advocacy organisation for those in or at risk of fuel poverty and a significant service deliverer. We aim to make an ever clearer and stronger connection between the insight from our engagement with clients and the design and delivery of policy and programme interventions.

Aim: NEAs operational delivery embeds best practice as set out by our policy and advocacy work which is in turn informed by evidence-based insights. Our teams have a better understanding of the work we do in other areas of the organisation, the role they play in delivering our wider strategic agenda, and in turn, the impacts we make for fuel poor households.

3. Flexibility and Efficiency

Adapting to post Covid-19 has changed assumptions about how organisations work as a team and how they deliver against their priorities. To exploit positive opportunities for the charity and our people, we will:

Aim: To create employment conditions that offer flexibility to colleagues, attract and retain high calibre applicants and that enables the charity to deliver effectively and efficiently for the benefit of our beneficiaries.

4. Diverse and Sustainable Funding

For the continuing sustainability of NEA, we must and are keen to diversify our sources of funding to permit an increase in unrestricted resource for our advocacy functions and to reduce dependence on the restrictive nature of industry and defined funding. To do this requires a strong review of skills and competencies, ambitions and focus, brand projection.

Aim: We become more active in the energy space and across other areas of focus, prosecuting our case to become more impactful both in reach and in outcomes.

5. A Louder Voice

With numbers in fuel poverty likely to continue increasing, opportunities to drive more radical solutions are available but within a very crowded environment around energy prices, low carbon priorities, health priorities and others. We need to articulate the experience of households in fuel poverty ever more loudly. Our ambition with media, effectiveness in using case studies, clarity of voice and persistence of approach will all need to be up to the job.

Aim: We will grow our advocacy and campaigning capability and impact, to deliver the greatest positive impact for those living in fuel poverty.

6. A Bigger Movement

NEA is part of a bigger fuel poverty movement and the bigger that movement the more effective NEA will be as a campaigner, facilitator of action and delivery partner. The movement is broader than our membership, but that membership is vital to help others see how their priorities fit with fuel poverty alleviation and how small actions for more

organisations add weight and power to NEA's mission. We have made good steps but will use the energy crisis and the Net Zero imperative to grow the movement.

Aim: We will not achieve our vision alone, we will grow the network of organisations committed to our vision, to amplify our voice, and raise fuel poverty up the agenda.

7. Business Intelligence

Effective business intelligence relies on equally effective systems and processes. Changes to the design and delivery of projects, partners, funding types, reporting requirements and client information has evolved. As a result, there are too many moving parts to our procedures and we need to make sure that we rationalise, simplify and make fit for the foreseeable future.

Aim: To ensure information flow is accurate, with minimum opportunity for error, to allow reliable analysis, prediction, monitoring and feedback to all stakeholders. To be an agile partner and delivery agent.

8. Evaluating Progress

This business plan amounts to a significant transformation programme across NEA. We have identified areas which are essential for NEA to move forward effectively and with greater impact. We have also identified inevitable dependencies, contingencies and pinch points. Moreover our annual Delivery Plans during this business plan period will have more specific, functional targets to drive forward our strategic agenda. We will build a culture of open evaluation of success and setbacks to keep our strategy and business plan alive and relevant for staff, SMT and trustees.

Aim: We understand how effective we are in progressing our strategic aims during the strategic period, allowing us the opportunity to share successes, review and re-assess our delivery plan, and take corrective actions where required.

NEA will revisit our long-term strategic priorities in 2024/25. At the heart will be how NEA can draw upon the experience of recent years and the challenges in front of us to ensure that we deliver for our beneficiaries – a client at a time and by driving systemic change.

NEA has grown into a larger charity. In 2024/25 we will begin a business transformation programme to bring our capabilities, systems and processes into line with our size and complexity.

We will build out our community engagement work to support people in their local areas and to build capability in local organisations.

We will look to provide more support to our beneficiaries and clients in understanding and engaging with low carbon transition in their own homes whether that is heat technology, insulation, behaviour or market offers.

Prospects for 2024/25

Fuel poverty numbers will remain at extremely concerning levels. Financial support with energy bills will fall away. The new Government may reconsider support for fuel poor households.

Demand for our services will remain high, and although we added greater capacity in 2023/24, we will not be able to support everyone who approaches us, and certainly not support them adequately.

We expect to see our major development programmes such as Warm Homes Healthy Futures and Community Retrofit Hubs take shape and deliver strong outcomes for clients. We expect to consolidate those programmes and explore the scope for extension in coming years.

For 2024/25 we will have a strong focus on internal systems transformation and the development of a People Strategy to build on our growth in services and staff.

Our five-year strategic objectives have proven to be well framed, even though they were agreed before the pandemic and cost of living crisis. In 2024/25 NEA will set our sights on the next period for NEA and for our beneficiaries.

Status of these Financial Statements

These financial statements are prepared in accordance with United Kingdom Accounting Standards, comprising FRS 102 and in compliance with the Companies Act 2006, Charities Act 2011 and the Charities SORP 2019. They have

been audited in accordance with section 475 of the Companies Act 2006. Accordingly, these Financial Statements are the statutory accounts of National Energy Action for the year ended 31 March 2024.

Statement of Trustees' responsibilities

The Trustees (who are also directors of National Energy Action for the purposes of Company Law) are responsible for preparing the Trustees' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and regulations.

Company Law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have prepared the financial statements in accordance with United Kingdom Accounting Standards, comprising FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland", and applicable law (United Kingdom Generally Accepted Accounting Practice). 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 the 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 year. 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;
- Make judgments and estimates that are reasonable and prudent;
- State whether FRS 102 "The Financial Reporting Standard applicable UK and Republic of Ireland" has been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Independent Auditors

PKF Littlejohn LLP were confirmed as Independent Auditors to NEA for 2023/24 at the Annual General Meeting in December 2023.

Statement of disclosure to auditors

- a) So far as the Trustees are aware, there is no relevant audit information of which the Charity's auditors are unaware; and
- b) They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the Charity's auditors are aware of that information.

The Trustees Reports, including the Strategic report, are approved and authorised for issue by order of the Board of Trustees:



Tracey Archer
Company Secretary

Date: 25 July 2024

Independent auditor's report to the members of National Energy Action

Report on the audit of the financial statements

Opinion

We have audited the financial statements of National Energy Action (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities including the Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement 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 FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report.

We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the 'FRC's' Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the strategic report and 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 strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the 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:

- We obtained an understanding of the charitable company and the sector in which it operates to identify laws and regulations that could reasonably be expected to have a direct effect on the financial statements. We obtained our understanding in this regard through discussions with management, industry research, application of cumulative audit knowledge and experience of the sector.
- We determined the principal laws and regulations relevant to the charitable company in this regard to be those arising from the Charities Act 2011, Companies Act 2006 and Financial Reporting Standard 102.
- We designed our audit procedures to ensure the audit team considered whether there were any indications of non-compliance by the charitable company with those laws and regulations. These procedures included, but were not limited to, enquiries of management and review of minutes of meetings of those charged with governance.
- We also identified the risks of material misstatement of the financial statements due to fraud. We considered, in addition to the non-rebuttable presumption of a risk of fraud arising from management override of controls, that there was the potential for management bias in revenue recognition. We addressed this by testing a sample of agreements between the charitable company and its funders to evaluate whether the income and the corresponding

cash receipt or receivable had been recognised appropriately, and to assess the classification of income as either restricted or unrestricted.

- As in all of our audits, we addressed the risk of fraud arising from management override of controls by performing audit procedures which included, but were not limited to: the testing of journals; reviewing accounting estimates for evidence of bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

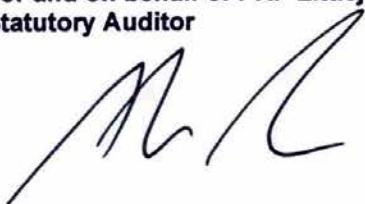
Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed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

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

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.

Alastair Duke (Senior Statutory Auditor)
For and on behalf of PKF Littlejohn LLP
Statutory Auditor



15 Westferry Circus
Canary Wharf
London E14 4HD
25th July 2024

4 September

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING THE INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds 2023/24	Restricted Funds 2023/24	Total Funds 2023/24	Unrestricted Funds 2022/23	Restricted Funds 2022/23	Total Funds 2022/23
Income from:		£	£	£	£	£	£
Generated funds:							
Donations		554,940	600,000	1,154,940	1,764,612	600,000	2,364,612
Investment income	4	66,704	48,822	115,526	5,222	35,914	41,136
Charitable activities:							
Increase Strategic Action Against Fuel Poverty		11,782	2,513,436	2,525,218	13,581	855,724	869,305
Develop and Progress Solutions to Improve Access to Energy Efficiency Products, Advice and Fuel Poverty Related Services in UK Households		-	7,934,557	7,934,557	-	7,430,287	7,430,287
Enhance Energy Efficiency and Fuel Poverty Education and Skills		-	1,508,829	1,508,829	-	1,397,890	1,397,890
Miscellaneous Income		54,087	-	54,087	60,452	-	60,452
Total Income		687,513	12,605,644	13,293,157	1,843,867	10,319,815	12,163,682
Expenditure on:							
Raising funds:							
Costs of generating donations	7	17,709	-	17,709	14,139	-	14,139
Charitable activities:							
Increase Strategic Action Against Fuel Poverty	6, 8, 9	760,669	2,102,274	2,862,943	299,606	643,696	943,302
Develop and Progress Solutions to Improve Access to Energy Efficiency Products, Advice and Fuel Poverty Related Services in UK Households	6, 8, 9	293,185	6,611,570	8,904,759	-	7,511,391	7,511,391
Enhance Energy Efficiency and Fuel Poverty Education and Skills	6, 8, 9	35,302	1,094,496	1,129,798	-	1,162,617	1,162,617
Total Expenditure		1,106,869	11,808,340	12,915,209	313,745	9,317,704	9,631,449
Recognised (loss)/gain on Investment assets	19	312	-	312	(7)	-	(7)
Net Income/(Expenditure) Before Transfers and Taxation		(419,044)	797,304	378,260	1,530,115	1,002,111	2,532,226
Transfers between funds	19,20	1,255,428	(1,255,428)	-	556,277	(556,277)	-
Taxation		-	-	-	-	-	-
Net Movement in Funds		836,384	(458,124)	378,260	2,086,392	445,834	2,532,226
Fund balances brought forward at 1 April		4,611,230	460,241	5,071,471	2,524,838	14,407	2,539,245
Fund balances carried forward at 31 March	19, 20 21, 22	5,447,614	2,117	5,449,731	4,611,230	460,241	5,071,471

The statement of financial activities has been prepared on the basis that all income and expenditure derive from continuing activities.

There are no recognised gains and losses other than those passing through the statement of financial activities. There is no material difference between the net resources stated above and their historical cost equivalents.

BALANCE SHEET AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed Assets			
Tangible assets	14	44,296	45,383
Total Fixed Assets		<u>44,296</u>	<u>45,383</u>
Current Assets			
Debtors	15	1,618,580	1,995,762
Investments	16	2,461	2,149
Cash at bank and in hand		9,299,131	7,655,084
Total Current Assets		<u>10,920,172</u>	<u>9,652,995</u>
Creditors: Amounts falling due within one year	17	(5,514,737)	(4,626,906)
Net Current Assets		<u>5,405,435</u>	<u>5,026,088</u>
Net Assets - Total Assets less Current Liabilities		<u>5,449,731</u>	<u>5,071,471</u>
The Funds of the Charity			
Unrestricted income funds	19	5,447,614	4,611,230
Restricted income funds	20	2,117	460,241
Total Charity Funds		<u>5,449,731</u>	<u>5,071,471</u>

The financial statements on pages 22 to 40 were approved by the Board of Trustees on 25 July 2024 and signed on its behalf by:



Claire Durkin
Chair

Company Number: 01853927

CASH FLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

	2023/24 Total Funds £	2022/23 Total Funds £
Cash flows from operating activities		
Net cash used in operating activities	1,547,449	2,271,498
Cash flows from investing activities		
Dividends and interest from investments	115,526	41,136
Purchase of fixed assets	(18,616)	(9,001)
Net cash used in investing activities	96,910	32,135
Change in cash and cash equivalents in the reporting period	1,644,359	2,303,633
Cash and cash equivalents at the beginning of the reporting period	7,657,233	5,353,600
Cash and cash equivalents at the end of the reporting period	9,301,592	7,657,233

RECONCILIATION OF CASH AND CASH EQUIVALENTS TO BALANCE SHEET

	2023/24 Total Funds £	2022/23 Total Funds £
Cash and cash equivalents comprise: -		
Investments	2,461	2,149
Cash at bank and in hand	9,299,131	7,655,084
	9,301,592	7,657,233

RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023/24 Total Funds £	2022/23 Total Funds £
Net surplus/(deficit) for the reporting period (as per the Statement of Financial Activities)	378,260	2,532,226
Adjustments for:		
Depreciation charges	19,703	23,598
Dividends and interest from investments	(115,526)	(41,136)
(Increase)/decrease in debtors	377,182	260,910
Increase in creditors	887,830	(504,100)
Net cash used in operating activities	1,547,449	2,271,498

1. Charitable status

NEA is registered as a Charity under the Charities Act 2011 and is a company limited by guarantee, incorporated in England. The address of its registered office is 6th Floor, West One, Forth Banks, Newcastle upon Tyne, NE1 3PA. The charity constitutes a public benefit entity as defined by FRS 102.

2. Constitution and liability of members

NEA is a company limited by guarantee and has no share capital. Clause 3 of the Articles of Association provides that every member, as defined by clause 3(b) of the Articles of Association, is liable to contribute a sum not exceeding £1 in the event of the Charity being wound up while a member, or within one year of ceasing to be a member. At the year-end there were 374 full members and 231 associate members (2023/24: 349 and 182 respectively).

3. Statement of Compliance and Accounting Policies

Statement of Compliance

These financial statements have been prepared on a going concern basis, under the historical cost convention as modified by the inclusion of investments at market value, in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2019) preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 1 January 2019 and the Charities Act 2011 and the Companies Act 2006.

In accordance with the SORP 2019, restricted and unrestricted income and expenditure are separately identified in the financial statements. The net change in the two types of funds is added to the balances brought forward from the previous year, so that the balance of restricted and unrestricted funds at the end of the year is identified on the balance sheet.

The company's functional and presentation currency is the pound sterling.

The trustees assess whether the use of going concern is appropriate i.e., whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of at least one year from the date of authorisation for issue of the financial statements. The Board and senior management have considered both the level of reserves and the current ongoing cost of living and energy crises on the charity. Following a review of cash forecasts, planned operations and financial implications; a satisfactory percentage of income has been secured for the next 12 months and there is sufficient anticipated income to cover the costs of the charity well into 2024/25. Taking into account all potential limitations on the delivery of outcomes or the finalising of income streams, over the next 12 months, the trustees are satisfied that the charity remains in a satisfactory financial position as a going concern and have concluded that it has adequate resources to continue in operational existence for the foreseeable future and thus, they continue to adopt the going concern basis of accounting in preparing the financial statements.

Critical Accounting Estimates & Judgements

Income recognition is a critical judgement in establishing NEA's annual income and expenditure and year-end financial position. Accounting Policies 3.1.d and 3.1.e and the procedures that support them are consistently applied in determining the extent to which income is recognised and deferred in NEA's financial statements.

At the time of liquidation WZ owed NEA £1,739,001. The recoverable amount which was included within NEA's debtors as at 31 March 2023 was assessed as £365,115. As at 31 March 2024 the balance included within NEA's debtors is £0 as during 2023/24 the charity received the final dividend sum of £394,936 from the liquidators of WZ and this recoverable amount is £29,821 higher than the amount that was expected to be recoverable as at 31 March 2023. Provision has been included in NEA's accounts in previous financial years for the WZ net unrecoverable balance of £1,112,961 but as a consequence of the higher recovery rate, the total bad debt provision for the WZ unrecoverable debt has reduced by £29,821 from £1,112,961 as at 31 March 2023 to £1,083,140 as at 31 March 2024. This reduction has been processed through the charity's Statement of Financial Activities in the current financial year.

3. Statement of Compliance and Accounting Policies (continued)

During 2020/21, work was carried out on behalf of Green Network Energy (GNE) in relation to the Warm Homes Discount scheme but in January 2021 GNE entered administration. At the time of the administration GNE owed NEA £413,867. Provision has been included in NEA's accounts in previous financial years for the GNE net unrecoverable balance of £372,480. The recoverable amount which was included within NEA's debtors as at 31 March 2023 was assessed as £41,387. During 2023/24, based on an update from the liquidators of GNE, no further bad debt provision has been processed through the charity's 2023/24 Statement of Financial Activities for the unrecoverable element of the GNE debtor as the anticipated recovery rate has not changed. The total bad debt provision which has been processed through the charity's Statement of Financial Activities for the GNE net unrecoverable balance is £372,480. The remaining recoverable balance of £41,387 is included within NEA's trade debtor figure at 31 March 2024 which is disclosed in note 15 and it is expected that the outstanding sum will be received in full.

The Trustees do not consider there are any critical judgements or sources of estimation uncertainty requiring disclosure beyond the accounting policies listed below.

Accounting Policies

The following principal accounting policies have been consistently applied:

3.1 Income

Income receivable by NEA is included in the financial statements at its gross value. All costs associated with generating, earning or collecting income are shown separately as expenditure. Where income included VAT, the VAT element was due to HMRC, not NEA. That VAT is, therefore, excluded from NEA's financial statements.

- a. **Income from donations** is recognised in the year in which it is received. When donations have been promised but not received, they are not recognised.
- b. **Investment income** - dividends arising on listed investments and interest arising on bank deposits, are recognised on a receivable basis.
- c. **Miscellaneous income** – relates to reimbursement of long-term ill-health costs via insurance arrangements, recharge of the costs of a seconded employee and third-party reimbursement of employees travel and subsistence costs.
- d. **Income from charitable activities** is principally derived from carrying out work that helps regulated private sector organisations meet statutory obligations to alleviate fuel poverty which contributes to NEA's aims and objectives. Income is recognised to the extent that:
 - Conditions relating to entitlement to the income have been met;
 - The monetary value or amount of the income can be measured reliably and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably; and
 - It has been received or its receipt is probable.

Assessments are made regularly during the year to identify:

- Income that should rightly be included in the financial statements; and
- Any receipts, entitlement to which is dependent on successful delivery of agreed outputs or other conditions that have not yet been met.

This continuous process, supplemented by additional assessment after the year end, informs the extent to which income is recognised in the financial statements.

Charitable activities income also includes:

- Grants from Government departments, devolved administrations and other public bodies;
- Sponsorships;

3. Statement of Compliance and Accounting Policies (continued)

- Subscriptions of members and Business Supporters Group (BSG); and
 - Sales of training courses, examinations, materials and publications, event fees and consultancy.
- e. **Deferred income** - Income from Charitable Activities, both restricted and unrestricted, to which entitlement does not exist until earned in future accounting years is treated as deferred income (See notes 17 and 18).

3.2 Expenditure

Expenditure is included in the statement of financial activities on an accruals basis, inclusive of any VAT that cannot be recovered.

a. **Expenditure on raising funds**

Costs incurred in raising funds are separately accounted for. These include the costs of raising donations and managing investments. NEA does not undertake any trading for the specific purpose of raising funds. The Charity's principle trading activity is training, which is a charitable activity, under NEA's charitable objectives.

b. **Expenditure on charitable activities**

Expenditure on charitable activities relates to work that contributes to NEA's charitable objectives. It includes the costs of delivering the services and products that are required by funders, listed above under the policy relating to income from charitable activities. Also included are costs of any core activities that contribute to charitable objectives but are not funded by specific income sources.

Charitable expenditure includes all expenditure relating to NEA's charitable objectives, including the direct cost of supporting charitable activities and projects, depreciation and profits/losses on disposal of fixed assets used wholly or mainly for charitable activities and, where applicable, the writing off of assets as part of project expenditure. In attributing costs to expenditure headings, expenditure involving more than one heading has been apportioned based on staff time.

Governance costs include work to comply with statutory and constitutional requirements, audit, legal advice for Trustees and an element of apportioned support costs. These costs form part of expenditure on charitable activities.

c. **Support costs**

Support costs include all costs that cannot be analysed directly to expenditure on charitable activities or expenditure on raising funds. They are apportioned to activities on the basis of the staff time directly recorded against those activities.

d. **Operating leases**

Rentals payable under operating leases are accounted for on a straight-line basis over the term of the lease.

e. **Pensions**

NEA operates a defined contribution scheme for its salaried employees. Pension costs are charged as expenditure in the year to which they relate. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

f. **Grants payable**

Grants paid to beneficiaries under any hardship fund arrangement are referred to NEA by various care and voluntary organisations which work directly with vulnerable families and individuals. Other grants are paid subject to the criteria of the funder. Grants are funded via sponsors of individual programmes (see note 9).

g. **Transfers between funds**

Transfers between funds primarily reflect transfers of resources from unrestricted funds to meet the additional costs of restricted fund activities not covered by restricted income, surpluses on restricted fund activities that funders allow NEA to retain and transfers to or from designated funds for specific, otherwise unrestricted, purposes.

3. Statement of Compliance and Accounting Policies (continued)

3.3 Identifying costs with activities

A large proportion of NEA's expenditure relates to employee costs. Time recording and project accounting systems are used to identify those costs with each activity.

Support costs, which are not directly identifiable with specific activities, are apportioned in proportion to time directly recorded against each activity. They include finance, human resource management, ICT, administration, premises and general office supplies and equipment.

Other costs relating directly to individual projects are identified with each activity, using the project accounting system.

3.4 Fixed assets

Tangible fixed assets are stated at historic cost less accumulated depreciation. Cost includes the original purchase price of the asset and the costs attributable to bringing the asset to its working condition for its intended use.

Depreciation is provided to write off, by annual instalments, the cost of tangible fixed assets over their estimated economic lives as follows:

Leasehold properties	- Straight-line over the primary period of the lease
Furniture, fittings and equipment	- Straight-line generally over 5 years

If purchased before 1 October a full year's depreciation is charged in the year of purchase. If purchased after 30 September no depreciation is charged in the year of purchase. Tangible fixed assets costing less than £1,000 are not capitalised. Finance costs are not capitalised. Impairment reviews of tangible fixed assets are carried out on a regular basis. Impairment losses, when they arise, are treated as additional depreciation in the year that they are identified.

Intangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses.

Website development costs are recognised as an intangible asset when all of the following criteria are demonstrated:-

- The technical feasibility of designing the website so that it will be available for use;
- The intention to complete the website and use it;
- The ability to use the website;
- How the website will generate probable future economic benefits;
- The availability of adequate technical, financial and other resources to complete the development and to use the website; and
- The ability to measure reliably the expenditure attributable to the website design during its development.

Depreciation is charged so as to allocate the cost of intangibles less their residual values over their estimated useful lives, using the straight-line method. The intangible assets are amortised over the following useful economic lives: -

- Website development costs 3 years.

If there is an indication that there has been a significant change in depreciation rate or residual value of an asset, the depreciation of that asset is revised prospectively to reflect the new expectations.

Intangible assets costing more than £1,000 are capitalised if their expected economic life is greater than one year. Depreciation is provided to write off, by equal annual instalments, the cost over their estimated economic lives, normally not more than 3 years. If purchased before 1 October a full year's depreciation is charged in the year of purchase. If purchased after 30 September no depreciation is charged in the year of purchase.

3. Statement of Compliance and Accounting Policies (continued)**3.5 Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

3.6 Debtors

Income due from debtors at 31 March is prudently assessed in accordance with the policy relating to income from charitable activities, described above.

Provision is made in the financial statements for any specific debts which are expected to be irrecoverable. Provision is also made for debts whose recovery is assessed as being doubtful. Doubtful debts are assessed with regard to their age, the debtor, the reason for the debt, the size of the debt and viability, including any likely cost, of taking further recovery action.

The great majority of NEA's income is from public sector and large private sector organisations that are regarded as being at a lower of risk of failing financially. A prudent approach is also taken to the inclusion of income in the financial statements.

3.7 Investments

Investments are made only in basic financial instruments. Investments in listed shares are revalued at mid-market value at the balance sheet date and the gain or loss taken to the statement of financial activities. Reserves and short-term surplus funds are placed in cash deposits with major UK banks.

3.8 Liabilities

Liabilities include trade and other creditors, taxes and social security costs, including obligations to make future payments. They are recognised in the financial statements as resources expended as soon as legal and/or constructive obligations arise.

3.9 Holiday Entitlement

Provision is made for the cost of untaken holiday entitlement as at 31 March each year. A provision of £64,464 is made in 2023/24 (2022/23: £50,511) financial statements, in addition to a provision of £5,739 (2022/23: £14,000) for permanent health insurance (PHI) costs relating to accrued holiday entitlement.

3.10 Short term deposits and cash

Reserves, which are maintained to help ensure that NEA can continue to deliver its charitable objectives, and receipts that are held in the short-term before being used to meet expenditure, are deposited with COIF Charities Deposit Account. The principal aims are to ensure that such funds are secure and are available at the time they are needed. Short-term deposits also achieve a rate of return that contributes to NEA's charitable activities. A managed level of cash is held available for immediate use and very short-term cash-flow. Short-term deposits that mature in less than three months are shown as cash-equivalents in the cash flow statement.

3. Statement of Compliance and Accounting Policies (continued)**3.11 Fund Accounting**

Funds held by the Charity are either:

- Restricted – which can only be used for specific purposes within the objects of the Charity. Restrictions arise when specified by the funder or when funds are raised for particular specified purposes; or
- Unrestricted – which can be used for any of the charitable objects at the discretion of the Trustees.

Within the unrestricted funds, amounts may be set aside by the Trustees to be used for particular purposes. The aims and use of designated funds are set out in notes to the financial statements.

Transfers between funds are made:

- Between unrestricted and restricted funds to meet expenditure on restricted activities that is not fully funded, and surpluses made on restricted funds projects, which funders allow NEA to retain; and
- To and from designated funds, usage of which is at Trustees' discretion, designated funds remain unrestricted.

3.12 Post Balance Sheet events

Any events that have occurred after the end of the financial year that have, or are likely to have, a material effect on the value of assets or liabilities must be noted and explained in the financial statements. Although the financial statements are prepared on a historic basis for the year up to 31 March, it is important that the users of the financial statements are also made aware of any subsequent events that may materially affect the Charity.

4. Investment Income

	2023/24	2022/23
	£	£
Bank Interest	115,526	41,136
Total	115,526	41,136

5. Grants Received

NEA receives grants from a range of funders. The grants are usually for specific projects with requirements to deliver specified outputs, making them performance related. Funders also generally require grants to be expended solely on projects with geographic or charitable aim limitations, making them restricted funds under charity accounting rules. As projects have discrete start and end dates, there is not necessarily continuity of funding from individual sources across financial years.

Income from Charitable Activities includes grants from the following sources: –

	2023/24	2022/23
	Total	Total
	All	All
	Restricted	Restricted
	£	£
Companies in the energy sector - other	6,727,585	5,019,228
UK central, devolved and local government and the EU	222,706	176,896
Trusts and foundations	161,855	715,106
Housing Associations	17,898	47,518
Other non-profit organisations	722,983	241,318
Companies in the property sector	12,749	18,936
Companies in the water sector	2,000	-
	7,867,776	6,219,002
Other restricted income	4,737,868	4,100,813
Total restricted income	12,605,644	10,319,815

National Energy Action (Operating as NEA)
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 CONTINUED

6. Analysis of charitable expenditure

2023/24	Direct Staff Costs £	Grant Funded £	Direct Costs £	Support Costs £	Total 2023/24 £
Aim					
1 Increase Strategic Action Against Fuel Poverty	1,291,596	697,360	351,118	522,868	2,862,942
2 Develop and Progress Solutions to Improve Access to Energy Efficiency Products, Advice and Fuel Poverty Related Services in UK Households	2,744,641	3,909,440	1,098,224	1,152,454	8,904,759
3 Enhance Energy Efficiency and Fuel Poverty Education and Skills	634,188	-	234,789	260,822	1,129,799
	4,670,425	4,606,800	1,684,131	1,936,144	12,897,500

2022/23	Direct Staff Costs £	Grant Funded £	Direct Costs £	Support Costs £	Total 2022/23 £
Aim					
1 Increase Strategic Action Against Fuel Poverty	531,325	9,049	135,329	267,600	943,303
2 Develop and Progress Solutions to Improve Access to Energy Efficiency Products, Advice and Fuel Poverty Related Services in UK Households	2,206,130	3,332,000	1,058,490	914,771	7,511,391
3 Enhance Energy Efficiency and Fuel Poverty Education and Skills	578,815	11,989	243,761	328,051	1,162,616
	3,316,270	3,353,038	1,437,580	1,510,422	9,617,310

Other direct costs include irrecoverable VAT input tax amounting to £289,605 (2022/23: £320,251). 2023/24 Aim 2 direct costs include a £29,821 release of the bad debt provision for the Aim 2 WZ debt. 2022/23 Aim 2 and 3 direct costs include in total a £27,751 provision, £12,128 and £15,622 respectively, for the GNE irrecoverable debt which has been offset by a £52,220 release of the bad debt provision for the Aim 2 WZ debt.

Both provisions are detailed in note 15.

7. Cost of Raising Funds

	Staff Costs £	Support Costs £	Direct Costs £	Total £
2023/24	66,789	20,309	17,709	104,807
2022/23	6,118	2,253	14,139	22,510

8. Allocation of support

The Charity allocates support costs as shown in the table below then further apportions those costs between the charitable activities undertaken. Support costs are allocated on the basis of staff time.

National Energy Action (Operating as NEA)
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 CONTINUED

Note 8 - Allocation of Support Costs (continued)

Charitable Activities

2023/24	Aim 1	Aim 2	Aim 3	Charitable Activities	Cost of Raising Funds	2023/24 Total
	£	£	£	Total	£	£
Support staff	228,305	503,208	113,884	845,397	8,866	854,263
Staff training	7,734	17,046	3,858	28,638	300	28,938
Travel & Subsistence	27,361	60,306	13,648	101,315	1,063	102,378
Accommodation and insurances	92,331	203,508	46,058	341,897	3,586	345,483
IT support	43,322	95,485	21,610	160,417	1,683	162,100
Communication costs	21,871	48,206	10,910	80,987	850	81,837
Other general costs	35,364	77,946	17,641	130,951	1,374	132,325
Legal and professional costs	41,683	91,874	20,793	154,350	1,619	155,969
Capital grants/depreciation adjustment	5,266	11,606	2,627	19,499	205	19,704
General Capital Expenditure	19,631	43,269	9,793	72,693	763	73,456
	522,868	1,152,454	260,822	1,936,144	20,309	1,956,453

2022/23	Aim 1	Aim 2	Aim 3	Charitable Activities	Cost of Raising Funds	2022/23 Total
	£	£	£	Total	£	£
Support staff	123,875	423,457	151,858	699,190	1,043	700,233
Staff training	5,122	17,509	6,279	28,910	43	28,953
Travel & Subsistence	10,396	35,537	12,744	58,677	88	58,765
Accommodation and insurances	51,409	175,737	63,022	290,168	433	290,601
IT support	19,916	68,082	24,415	112,413	168	112,581
Communication costs	12,628	43,169	15,481	71,278	106	71,384
Other general costs	16,320	55,788	20,006	92,114	137	92,251
Legal and professional costs	17,603	60,175	21,580	99,358	148	99,506
Capital grants/depreciation adjustment	4,174	14,270	5,118	23,562	35	23,597
General Capital Expenditure	6,157	21,047	7,548	34,752	52	34,804
	267,600	914,771	328,051	1,510,422	2,253	1,512,675

9. Grants Payable

	2023/24	2022/23
	£	£
Total grants paid to organisations and to individuals were: -		
Grants paid to organisations	4,606,801	3,345,538
Grants paid to individuals	-	7,500
	4,606,801	3,353,038

9. Grants Payable (continued)

During the year, grants were paid out under the following programmes and schemes:

	2023/24 £
Warm Homes Discount	
3,018 grants were awarded to individuals to fund fuel payments with an average award of £134.24. This was administered via NEA's WASH energy advice service.	405,147
137 grants were awarded to individuals to fund new central heating systems.	416,707
10 grants were awarded to individuals to fund fuel payments. The recipients of the grants were eligible for their energy suppliers' WHD payment but they did not receive it during 2023/24.	9,120
Smart Energy GB	
GB in Communities programme, aiming to engage customers in vulnerable circumstances (people living in fuel poverty; people lacking basic digital skills; and people who are carers) to ensure they could benefit from the smart meter rollout. Through the programme, NEA awarded grant funding to 38 organisations across GB to fund a variety of smart meter focussed direct and indirect activities to take place, including advice, events and bespoke resources.	697,360
Cadent Reactive Repair	
Preferred Management Solutions Limited were funded to provide measures in 239 homes of vulnerable, low income householders in the Cadent network area. The essential work carried out included servicing of "at risk" gas appliances as well as both repairing and replacing condemned gas appliances.	473,082
Community Action Projects	
The SSE Crisis, the PHA - Belfast Crisis & Belfast City Council Hardship funds aided the identification of five community groups working across seven localities where the prevalence of excess winter mortality has been consistently higher over the past decade. This enabled communities to improve their scope and reach by extending opening hours, providing warm spaces whilst raising awareness of fuel poverty and directing solutions which included direct financial support, cookery lessons and exercise sessions for all age groups. The funds facilitated the dissemination of 3,000 winter warmth packs across 36 key organisations who deal directly with those in need of support.	109,503
The Great Places Crisis fund awarded 128 grants to individuals to fund fuel payments.	8,701
The Melin Homes Prepayment Meter Crisis fund awarded 36 grants to individuals to fund fuel payments.	2,885
The NEA Winter Support Funds which were funded from public donations has awarded 1,879 grants to individuals to fund fuel payments and awarded grants to individuals to fund measures such as energy efficient household items (e.g. slow cookers, microwaves, washing machines) and warmth items such as bedding & thermal sleepwear.	520,532
The Cadent Special Grant Cases fund delivered extensive improvements to the gas central heating and cooking facilities of a very vulnerable client living in fuel poverty.	5,356
The Hyde Housing Energy Hardship fund awarded 66 grants to individuals to fund fuel payments.	17,898
The WWU fund awarded grants to 113 low income households to fund the repair or replacement of gas central heating systems, associated pipework and gas cookers.	146,918
The SSEN Hardship fund awarded 58 grants to individuals to fund fuel payments.	11,231
National Grid's Warm Home Prescription scheme began during 2023/24 to provide financial support to clients across England and Wales whom are on a low income or benefits and whom are reliant upon the use of medical equipment in their home. The scheme awarded 12 grants to fund fuel payments to contribute towards the cost of electrical medical equipment and heating costs, to keep the clients warm and well.	12,000
Middlesborough. The aim of the scheme was to help individuals heat their homes to safe temperatures throughout the winter of 2023/24. The scheme was developed for people with chronic health conditions that are made worse by living in cold homes, to reduce harmful health complications and relieve pressure on the NHS.	48,513
The Gas Distribution Network Collaboration fund provided emergency energy top-up vouchers for vulnerable customers on pre-payment meters.	2,808
Fishwick/Preston	
Seddon Construction Limited were funded to repair 23 homes that had failed External Wall Insulation and which was installed in 2013 by a failed scheme.	1,718,554
Other - Miscellaneous grant awards	486
Total grants paid 2023/24:	4,606,801
2022/23:	3,353,038

9. Grants Payable (continued)

During the year, grants were paid out under the following programmes and schemes:

	2022/23 £
Warm Homes Discount	
365 grants were awarded to individuals to fund fuel payments with an average award of £134.85. This was administered via NEA's WASH energy advice service.	49,222
129 grants were awarded to individuals to fund new central heating systems	364,512
57 grants were awarded to individuals to fund fuel payments. The recipients of the grants were eligible for their energy suppliers' WHD payment but they did not receive it during 2022/23.	7,599
Smart Energy GB	
39 organisation were awarded funds to deliver smart meter focused advice, events and activities. Engaging customers in vulnerable circumstances (people aged over 65; people on a low income; and people who are carers) to ensure they could benefit from the smart meter rollout.	235,641
Cadent Reactive Repair	
Preferred Management Solutions Limited were funded to provide measures in 789 homes of vulnerable, low income householders in the Cadent network area. Essential work carried out included servicing of 'at risk' gas appliances and repairing and replacing condemned gas appliances.	492,493
Student Bursaries - Malcom Wicks Memorial Funds	
2 grants of £3,000 and 1 of £4,500 were paid as bursaries to 2 students from low-income families to undertake work experience with the charity or one of NEA's partners. £9,000, relating to the Malcom Wicks Memorial Fund Post-Graduate Researcher Scholarship was awarded to 1 student via funding from Affordable Warmth Solutions (AWS) and Cardiff University.	16,500
Community Action Projects	
The SSE Crisis and PHA - Belfast Crisis funds awarded 234 grants to help individuals in Northern Ireland to keep their homes warm, via energy advice and practical support to stay warm and well, and where appropriate, the provision of heating measures/ discretionary financial assistance to alleviate the negative impacts on personal health and wellbeing arising from living in cold and damp	9,235
The Great Places Crisis fund awarded 291 grants to individuals to fund fuel payments.	32,924
The SSE/EDF Assistance fund awarded 4 grants to low income individuals for measures which included fridge freezers and a HIVE thermostat.	890
The Coventry Hardship Fund awarded 43 grants to fund fuel payments.	5,800
The Melin Homes Prepayment Meter Crisis fund awarded 122 grants to individuals to fund fuel payments.	8,242
The NEA Winter Support Fund which was funded from public donations has awarded 22 grants to individuals to fund fuel payments and awarded 85 grants to individuals to fund measures such as energy efficient household items (e.g. slow cookers, microwaves) and warmth items such as bedding and thermal sleepwear.	156,670
The Energy Saving Trust Warm Welcome fund awarded grants to individuals to fund fuel payments, the purchase of energy efficient cooking appliances and warmth items such as bedding and thermal sleepwear.	979
The Hyde Housing Energy Hardship fund awarded 19 grants to individuals to fund fuel payments.	4,500
The WWU fund awarded grants to 137 low income households to fund the repair or replacement of gas central heating systems, associated pipework and gas cookers.	125,600
The SSSEN Hardship fund awarded 230 grants to individuals to fund fuel payments.	24,770
The EST Winter Hardship Fund awarded 1,293 grants to low income households who use pre-payment meters to fund fuel payments.	200,791
Energy Systems Catapult's Warm Home Prescription scheme awarded funds to 292 individuals in the Tees Valley and 22 individuals in the London area. The aim of the scheme was to help individuals heat their homes to safe temperatures throughout the winter of 2022/23. The scheme was developed for people with chronic health conditions that are made worse by living in cold homes, to reduce harmful health complications and relieve pressure on the NHS.	191,228
The Gas Distribution Network collaboration fund awarded grants to 134 individuals to fund fuel payments	18,212
Fishwick/Preston	
Seddon Construction Limited were funded to repair 22 homes that had failed External Wall Insulation and which was installed in 2013 by a failed scheme.	1,406,500
Other - Miscellaneous grant awards	732
Total grants paid 2022/23:	3,353,038
2021/22:	2,891,932

10. Board of Trustees and other key management personnel

In accordance with the Charity's Articles of Association, the members of the Board of Trustees received no remuneration during the year. Travel and subsistence costs were paid for 8 trustees in 2023/24 (2022/23: 10), amounting to £8,071 (2022/23: £4,988).

11. Employees

Staff costs:	2023/24 £	2022/23 £
Wages and salaries	4,472,236	3,231,724
Social Security Costs	435,611	327,600
Other pension costs	501,033	366,690
Other payments	41,393	13,812
	5,450,273	3,939,826

The average number of employees during the year was: -

	2023/24 Number	2022/23 Number
Chief Executive & Deputy	2	2
Northern Ireland	5	5
Support Services	15	12
Operations - Communities	31	24
Operations - Development & Partnerships	41	20
Policy and Advocacy	12	11
Communications and External Relations	12	10
Special Projects	3	4
Income Maximisation	9	7
Total	130	95

Staff receiving emoluments (including taxable benefits in kind but excluding employer's pension and insurance contributions) exceeding £60,000 were as follows:

	2023/24 Number	2022/23 Number
£60,000 - £69,999	0	1
£70,000 - £79,999	3	2
£80,000 - £89,999	2	1
£90,000 - £99,999	0	0
£100,000 - £109,999	1	1

Total pension contributions for staff members receiving emoluments of more than £60,000 during the year amounted to £56,465 (2022/23: £46,173).

In 2023/24 employee benefits, including employers pension contribution, totalling £616,012 were paid to 6 key management personnel (2022/23: £576,037 to 7 key management personnel).

12. Pension costs

The Charity operates a non-contributory, defined contribution, Group Personal Pension Scheme for its employees, administered by Aegon Scottish Equitable. Employer contributions during the year were £501,033 (2022/23: £366,690). At 31 March 2024, outstanding contributions to be paid over to the Scheme Administrator were £921 (31 March 2023: £2,967).

13. Net expenditure before transfers

Net expenditure before transfers is arrived at after charging:	2023/24 £	2022/23 £
Amounts payable to the auditor for:		
- Audit Fee	22,750	21,700
Other professional and legal fees	195,881	113,220
Depreciation	19,703	23,598
Operating Leases – Land and buildings	210,970	177,196

14. Tangible Assets

	Leasehold properties - short £	Furniture, fixtures & equipment £	Total £
Cost			
1 April 2023	117,711	390,699	508,410
Additions	-	18,616	18,616
31 March 2024	117,711	409,315	527,026
Depreciation			
1 April 2023	81,329	381,698	463,027
Charge for the year	17,903	1,800	19,703
31 March 2024	99,232	383,498	482,730
Net book value at 31 March 2024	18,479	25,817	44,296
Net book value at 31 March 2023	36,382	9,001	45,383

15. Debtors

	2024 £	2023 £
Trade debtors	1,238,804	1,208,677
Other debtors	5,382	5,201
Prepayments and accrued income	374,394	781,884
Total Debtors	1,618,580	1,995,762

At 31 March 2024 NEA's wholly-owned subsidiary Warm Zones CIC (WZ) which entered liquidation in November 2018 is shown in the trade debtors figure as owing £0 (31 March 2023 £365,115). During 2023/24 the charity received the final dividend sum of £394,936 from the liquidators of WZ. The recoverable amount of £394,936 is £29,821 higher than the amount that was expected to be recoverable as at 31 March 2023 and this higher recovery rate has reduced the total bad debt provision for the WZ unrecoverable debt by £29,821 from £1,112,961 as at 31 March 2023 to £1,083,140 as at 31 March 2024. This reduction has been processed through the charity's Statement of Financial Activities in the current financial year.

Also at 31 March 2024 the trade debtors figure includes the recoverable element of the Green Network Energy (GNE) debt of £41,387 (31 March 2023 £41,387). During 2020/21, work was carried out on behalf of GNE in relation to the Warm Homes Discount scheme but in January 2021 GNE entered administration owing the charity £413,867. GNE is now in liquidation and the liquidators' latest update which was received in March 2024 indicated that the likely recovery rate has not changed since 31 March 2023. The total bad debt provision which has been processed through the charity's Statement of Financial Activities for the GNE net unrecoverable balance is £372,480.

16. Investments

	2024 £	2023 £
Listed investments at market value	2,461	2,149
Historical cost of listed investments	(131)	(131)
Revaluation Reserve	2,330	2,018
Investments have been revalued at the 31 March 2024 closing price quoted on the London Stock Exchange		

The charity also has two wholly owned subsidiaries, Neighbourhood Energy Action Ltd and NEA Ltd, both of which are dormant. The charity's investment in each of its subsidiary undertaking comprises share capital of £2 (2 ordinary shares of £1 each). The charity's investment in its two subsidiaries is not included on the balance sheet as it is immaterial.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 CONTINUED

17. Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	982,001	737,396
Taxation and social security costs	182,480	74,500
Other creditors	2,817	315,692
Holiday pay provision	70,203	64,511
Accruals	256,724	140,031
Deferred income (see note 18)	4,020,512	3,294,776
Total Creditors	5,514,737	4,626,906

18. Deferred Income

Income is recognised when legal entitlement is secured by meeting conditions agreed with funders regarding delivery of projects and other conditions have been met. Income received prior to entitlement is deferred until the income has been earned.

	2024 £	2023 £
Balance at 1 April	3,294,776	1,941,763
Amount released to income during year	(811,738)	(559,331)
Amount deferred in the year	1,537,474	1,912,344
Balance at 31 March	4,020,512	3,294,776

19. Unrestricted Income Funds

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers Between Funds £	Net Investment Gain £	Balance at 31 March 2024 £
General Reserve	3,331,512	687,513	(990,587)	1,255,428	-	4,283,866
Unrealised Gain on Investments	2,018	-	-	-	312	2,330
Designated Reserve	1,277,700	-	(116,282)	-	-	1,161,418
	4,611,230	687,513	(1,106,869)	1,255,428	312	5,447,614

During 2022/23 the Board approved the creation of a designated reserve of £1,277,700 from donations received. During 2023/24, £116,282 of this reserve has been expended and the remaining balance of £1,164,418 will be used in future financial years to pay for hardship grants, interventions in relation to the Net Zero Transition agenda and two major Advocacy Campaigns.

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers Between Funds £	Net Investment Losses £	Balance at 31 March 2023 £
General Reserve	2,522,813	1,843,867	(313,745)	(721,423)	-	3,331,512
Unrealised Gain on Investments	2,025	-	-	-	(7)	2,018
Designated Reserve	-	-	-	1,277,700	-	1,277,700
	2,524,838	1,843,867	(313,745)	556,277	(7)	4,611,230

20. Restricted Income Funds

2024	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers Between Funds £	Balance at 31 March 2024 £
Increase Strategic Action Against Fuel Poverty	4,126	2,513,436	(2,102,274)	(415,288)	-
Develop and Progress Solutions to Improve Access to Energy Efficiency Products, Advice and Fuel Poverty Related Services in UK Households	456,115	8,583,379	(8,611,570)	(425,807)	2,117
Enhance Energy Efficiency and Fuel Poverty Education and Skills	-	1,508,829	(1,094,496)	(414,333)	-
	460,241	12,605,644	(11,808,340)	(1,255,428)	2,117

2023	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers Between Funds £	Balance at 31 March 2023 £
Increase Strategic Action Against Fuel Poverty	6,492	855,724	(643,696)	(214,394)	4,126
Develop and Progress Solutions to Improve Access to Energy Efficiency Products, Advice and Fuel Poverty Related Services in UK Households	7,915	8,066,201	(7,511,391)	(106,610)	456,115
Enhance Energy Efficiency and Fuel Poverty Education and Skills	-	1,397,890	(1,162,617)	(235,273)	-
	14,407	10,319,815	(9,317,704)	(556,277)	460,241

Income and expenditure have been allocated to specific aims, within each of the Charity's main areas of activity, designed to enable the Charity to achieve the objectives contained in its Strategic Plan 2023/29.

Transfers between funds primarily reflect transfers from unrestricted funds to meet the additional cost of restricted fund activities not covered by restricted income and transfers to unrestricted funds of surpluses on restricted fund activities, which funders allow NEA to retain and transfer to the general fund. In 2023/24, £1,255,428 (2022/23: £556,277) was transferred from the restricted funds to the unrestricted funds as the Charity made a surplus on its restricted activities. During 2022/23 the Board approved the designation of a restricted reserve and this reserve related to a £600,000 donation which was received from Shell during 2022/23 to carry out additional advice activities. During 2023/24, the balance on the reserve of £454,000 was expended on these activities so as at 31 March 2024 there remains no unspent funds (2023: £454,000).

There were no investment gains or losses on restricted funds in the year ended 31 March 2024.

There were no investment gains or losses on restricted funds in the year ended 31 March 2024 (2023/24: £Nil).

Restricted Funds held at 31 March are: -

	2024 £	2023 £
Shell Donation Fund	-	454,000
Coventry Hardship Fund & Keeping Coventry Warm Fund	2,117	2,117
Northern Ireland Donation Fund	-	4,126
	2,117	460,241

21. Analysis of Net Assets between Funds

	2024			2023		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	£	£	£	£	£	£
Fixed Assets	44,296		44,296	45,383		45,383
Net Current Assets	5,403,318	2,117	5,405,435	4,539,875	460,242	5,000,117
Net Assets at the end of the year	5,447,614	2,117	5,449,731	4,585,258	460,242	5,045,500

22. Purposes of Funds

NEA has an annual programme of activities to help meet its strategic aims and these are funded through different sources of income. All of the Charity's activities are aligned to its strategic aims and objectives which are designed to make a positive impact on the alleviation of fuel poverty.

Coventry Hardship Fund and the Keeping Coventry Warm Fund are grant-making funds, the balances of which are Restricted Funds. The balances on these funds at 31 March are shown in note 20 above.

Donations are made on the understanding that they contribute to the overall work of NEA within its charitable aims and are generally treated as Unrestricted Funds. In August 2019 a donation of £75,000 was received from SSE, which is restricted to be used in Northern Ireland. As at 31 March 2024 the balance on this reserve is £0 as the remaining funds of £4,126 were expended during 2023/24.

Key information about activities and public benefit is given in the Strategic Report of the Trustees for the year ended 31 March 2024, on pages 3 to 17 of this document.

23. Financial Commitments – Operating Lease Commitments

The total future minimum lease payments under non-cancellable operating leases.

	2024		2023	
	Land & Buildings	Other	Land & Buildings	Other
	£	£	£	£
Payable within one year	52,198	2,203	210,287	19,961
Payable between one and five years	221,804	66,266	217,181	33,485
Payable after five years	-	-	-	-
	274,002	68,469	427,468	53,446

The total value of lease payments recognised as an expense in 2023/24 was £210,970 (2023/24: £177,196).

24. Related Party Disclosures

FRS 102 requires NEA to include in its financial statements the disclosures necessary to draw attention to the possibility that its financial position and profit or loss have been affected by the existence of related parties and by transactions and outstanding balances with such parties.

During 2022/23, the charity was awarded a funding contract by Leicester City Council and the income earned from this contract as at 31 March 2024 is £330,860 (31 March 2023 £95,866). Robert Howard who is a Trustee of the charity is also an employee of Leicester City Council and it is noted that the appropriate protocols have been followed as per the Charity Commission's guidance. Robert Howard was excluded from any discussions or decisions regarding the funding award by Leicester City Council.

The charity's Chief Executive is a Trustee of Energy Action Scotland (EAS) and during 2023/24 the charity sold services to EAS which totalled £23,149 (2022/23 £29,424) and EAS sold services to the charity which totalled £325 as at 31 March 2024 (31 March 2023 £2,100). It is noted that the appropriate protocols have been followed as per the Charity Commission's guidance.

NEA does not have any other related party transactions with Trustees or their connected persons, other than the expenses disclosed in note 10.

25. Capital Commitments

At 31 March 2024 capital commitments were £Nil (31 March 2023: £Nil).