

Registered number: 02223103
Charity number: 299049

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

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ANGLIA CARE TRUST
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021**

Trustees	Graham Walker, Trustee Lindsey Cook, Chair Ann Bryant Alexander Lloyd Rachael Wyartt (resigned 19 April 2021) Richard Trotter (resigned 12 October 2020) Roy Wisdom Kate Rush, Vice Chair Roger Plant (resigned 7 June 2021) Stacey Runciman (appointed 27 July 2021) William Farrow (appointed 27 July 2021) Samantha Storm (appointed 27 July 2021)
Company registered number	02223103
Charity registered number	299049
Registered office	Unit 8 The Square Martlesham Heath Ipswich Suffolk IP5 3SL
Company secretary	Mrs J Simpson
Website	www.angliacaretrust.org.uk
Independent auditor	Scrutton Bland LLP Chartered Accountants Fitzroy House Crown Street Ipswich Suffolk IP1 3LG
Bankers	Royal Bank of Scotland Plc 8 - 10 Princes Street Ipswich IP1 1QT
Solicitors	Prettys Solicitors Elm House 25 Elm Street Ipswich Suffolk IP1 2AD

**CHAIRMAN'S STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021**

The Trust continues to demonstrate strong financial resilience, increasing income by 14% in spite of the impact of the Covid-19 Pandemic. Our balance sheet and cashflow also remain strong. Income growth has in the main resulted from the Temporary Housing Project, other Covid grant related activities, and extending reach into Essex with Tendring Rough Sleeper Project. Covid grants themselves amounted to £84k and we would like to thank in particular our partners at Suffolk Community Foundation who helped many of them come to fruition. Our strong financial position has also allowed us to consider how to improve our services through targeted investment, from which we are already starting to see the rewards.

Our success continues as a result of our ability to maintain a diversity of services from a range of funding sources, and being proactive in applying ourselves to current and emerging service needs. The latter point was exemplified during the pandemic, during which we continued to fulfil needs by developing new practices for our services whilst preserving the safety of our service users and employees. Our operational approach combined with strong financial health also meant that we did not need to furlough any staff. Whilst there were a number of contributing factors to our success during the pandemic, two areas demand specific mention. Firstly the amazing contribution by, and thanks to, our staff and volunteers for their flexibility and dedication. Secondly our foresight to invest £70K in cloud and other IT services in partnership with DPS Technology Ltd to ensure we were able to move speedily to remote and more flexible working practices.

Graham Walker, Chair until June 2021

Anglia Care Trust thanks Graham for his period as Chair, which he relinquished in June 2021, and thanks him in particular for his enduring support throughout the pandemic. We recognise his immense contribution of time and knowledge to the success of our continued operations throughout the period. Graham handed over the position to our new Chair Lindsey Cook, who looks forward to 2021-22;

Looking forward as the newly appointed Chair of Anglia Care Trust Trustees it is exciting to see a strategic direction that is harnessing innovation and technology, not only to improve efficiency in our delivery, but also enhance our service users' experience. We exist to serve all our service users and are actively co-producing our services with those who have lived experience to ensure that they are fit for purpose and provide the highest level of outcomes. All of this would not be possible without the inclusive and diverse experiences of our highly skilled and dedicated staff and volunteers, who are extremely valued. Due to a couple of Trustees leaving us we have managed to recruit a dynamic board with a range of expertise and capabilities to support the Trust and our CEO in the future years.



Lindsey Cook, Chair from June 2021
Date:
8/12/21

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their annual report together with the audited financial statements of the charity for the 1 April 2020 to 31 March 2021. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

Since the charity qualifies as small under section 382 of the Companies Act 2006, the Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The principal objects of Anglia Care Trust are set out in its governing document which states;

The objects for which the Company is established are the relief of poverty and sickness; the training, re-training and education of offenders, ex-offenders and those who might offend; the care, resettlement and support of offenders, ex-offenders, those who might offend and their families so that they can live independently and contribute to their communities; the prevention and reduction of crime, including the promotion of public safety and order by providing services or mediation, conciliation, arbitration and advocacy; the provision of advice and support to vulnerable individuals of whatever age, including those with disabilities, dependencies, mental or physical health problems; the provision of housing and related services to offenders, ex-offenders and those who might offend provided that nothing is done which would relieve local authorities or other bodies of their statutory duties; and the management, co-ordination of the functions of other corporations, bodies or institutions, including the management, training and supervision of their employees, agents or volunteers provided that those activities are connected with and are in furtherance of these objects.

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

In summary, the aims of our charity are to support communities and improve lives by helping people to be heard; helping people to feel safe; and helping people to keep a roof over their heads and they fully reflect the purposes that the charity was set up to further.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

b. Strategies for achieving objectives

We continue to maintain our financial viability by sourcing a diverse range of funds from charitable trusts and other grant makers. We are proud to have been successful in obtaining grants from the Police and Crime Commissioner for our work in our Money Advice Outreach Service, extending our reach into Essex with our Rough Sleeper Outreach Service, funded by Tendring District Council and we must thank the Suffolk Community Foundation for their continued support in finding us a variety of grants to support our service users through the Covid-19 pandemic – their support has allowed us to help those who would have really suffered, through the provision of food parcels, clothing, transport costs and many other items they would have struggled to afford or obtain due to self-isolation or lockdown.

Along the same lines, we have to thank Suffolk County Council for awarding us £30,000 from the Department of Work and Pensions Winter Grant Scheme, which has enabled us to help many service users with their utilities, warm clothes and bedding and even mending some boilers.

There has been some growth in public sector work, expanding our work in the domestic abuse field with a grant from Suffolk County Council to provide more Satellite Accommodation, which compliments our grant from East Suffolk District Council to provide specialist Support and Guidance for victims who cannot access the traditional refuge. We were also re-awarded a grant by the Ministry of Housing, Communities and Local Government through Ipswich Borough Council for the provision of Emergency Beds for rough sleepers and we have also provided a further 3 beds for rough sleepers this year. Public Health extended our Drug and Alcohol Outreach Service to deliver a Psychiatric Liaison role in hospitals across the County. At the end of the year, we learnt we had been successful in our bid to deliver the Money Advice Service for tenants of Ipswich Borough Council, a service we are really looking forward to providing.

After designating funds last year to our Development Fund, our Trustees have agreed to fund 2 new posts. To support succession planning for our Money Advice Service, they have agreed to fund a Trainee Money Adviser post next year. In order to support the valuable contributions from service users to help us improve the delivery and development of our services, they have agreed to fund a Service User Engagement Officer post.

We have maintained our partnership with Lapwing Education who have continued their lease with us for office space. We have also worked during this period to adapt our office space, processes and working environment to keep our staff, volunteers and service users safe during the pandemic. This has included a review and overhaul of our IT network, alongside our new provider DPS Technology Group, moving all data to SharePoint online and providing all staff with laptops, enabling them to access resources securely from home and continue to carry out their roles remotely. This has opened up new ways of working for our staff which we hope will continue to have a positive impact on their wellbeing and how our services are run going forward. All organisational policies and procedures have also been reviewed and updated inline with this to ensure we are all working safely and within all relevant legislation.

Despite the obvious challenges of the pandemic, we have not seen a decline in our valuable volunteerbase. Where certain groups have had to step back from their role for their own safety, we have seen an increase in applications from other groups, recruiting an additional 89 volunteers across our services. We have adapted to new ways of recruiting, training, developing and supervising our volunteers through online methods whilst not compromising on the quality of this support and ended the period with 275 volunteers working across all services.

Throughout the year, we have continued with the deployment of volunteers in our Appropriate Adult services across Suffolk and Norfolk. We have also continued to utilise volunteers as Mediators and Independent Visitors and supporting our Money Advice, Domestic Abuse Outreach, Drug and Alcohol Outreach Services and Housing Services. Our Board of Trustees also acts in a voluntary capacity. Our

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

volunteers have committed an outstanding number of hours this period, giving over 28,500 hours availability in our Appropriate Adult service alone, equating to 14.5 full time employees. With one of our major services now being predominantly volunteer led across 2 counties, their contribution has been vital to our success this period.

A constant focus on supporting and keeping in touch with volunteers in isolation has meant we hope to be able to successfully re-engage volunteers who have been inactive due to the risk of Covid19, by enabling them to return to volunteering in a planned and safe way to suit their individual needs. Whilst we have inevitably lost volunteers due to the changing environment, 39% of our active volunteers that left volunteering during this year have used their new skills and experience to gain employment. Of those gaining employment, 36% have been employed by ACT and 52% have gained employment in community based roles showing the positive impact volunteering with ACT has on their career development.

We are proud to have maintained our Investors in Diversity and Investors in People awards during the period. We have also seen the establishment of our Investors in People focus group led by a team of staff from across the organisation who have been responsible for initiating a series of people focussed actions contributing to our People Plan. The dedication and drive for continued improvement of both our staff and volunteers during this challenging period has been outstanding. We are also very pleased to state that we achieved Cyber Essentials Accreditation whilst in lockdown, which further evidences how robust our IT systems are now.

During 2020/21, we have delivered services that accord with the aims and objectives of the charity as defined in our Business Plan for 2019-2021 giving our service users the stability, support and challenge they often need to achieve full independence and empowerment. Our focus is to develop safer and stronger communities for adults, families and young people alike.

During the review of our strategy we restated our Vision, Mission and Values:

Vision/Mission Statements

OUR VISION

Everyone has the opportunity to live in their community with support, dignity and purpose.

OUR MISSION

Our Mission is to assist people, whatever their circumstances, realise this vision by providing a range of high quality advice, guidance and support services, delivered by skilled and knowledgeable personnel.

Our Values

ACT's values were reviewed in 2019/20, it was agreed to extend these to incorporate strong governance, financial prudence and Safeguarding, in recognition of the current focus within the Third Sector in these areas, as well as in recognition of these additional values being standard good practice. We are an organisation that responds to our communities needs and our restated values are:

- Always act with integrity, honesty, trust and respect
- Empower individuals, families and neighbourhoods
- Embed strong governance, financial prudence, Safeguarding good practice and equality and diversity into everything we do
- Use our expertise to influence positive change within everything in which we're involved
- Continuously review and improve our contribution to society & therefore increase public benefit.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

Growth

We have reviewed our Strategy and confirm our aspiration for 'controlled growth' remains the same, taking advantage of tender opportunities as they arise but taking care not to over stretch our resources or geographic reach capability. We are not interested in large scale growth, nor acquisitions, nor are we interested, nor do we have the need to find suitors with a view to being acquired ourselves.

We remain committed to finding time within our resource plan to be able to support bid activity and undertake market analysis.

c. Activities undertaken to achieve objectives

Our charitable activities summarised below are undertaken to further our charitable purposes for public benefit and can be split into three areas:

Helping people to be heard

- Appropriate Adult Service
- Independent Visiting
- Advice and Guidance – Money Advice
- SEND (Special Educational Needs and Disabilities) independent advice and guidance, mediation and disagreement resolution services
- TCHC Opportunity Suffolk (Employment Advice)
- Mentoring for young people

Helping people to feel safe

- Domestic Abuse Outreach Service
- Drug and Alcohol Recovery Outreach Service

Helping people to keep a roof over their heads

- Accommodation Based Support
- Triangle Tenancy Scheme
- Supporting Treatment, Accommodation and Recovery in Suffolk Service
- Temporary Housing
- Community Rehabilitation
- Satellite Domestic Abuse Housing Service
- Rough Sleeper Outreach Service
- Housing First
- Short Term Emergency Provision Service

ANGLIA CARE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

d. Policy statements

Below are the summaries of our major policy statements:

Grant Giving

This is a very small part of the activities of the charity and is supported by the charity from its current unrestricted services. This fund is the Empowerment Fund. Applicants must be existing users of ACT's service to apply and must be able to evidence how the application will empower them to make positive changes for the future. For the purposes of administration, it is administered by the Directors of Operations and Business Support as part of their management responsibilities.

Fundraising Activities

Anglia Care Trust raises funds for specific purposes as needs are identified and does not currently engage in fundraising activities for general unrestricted purposes.

Principal Funding Sources

The principal funding sources for the charity during this period are currently by way of grant and contract income from Suffolk County Council, Ipswich Borough Council, East Suffolk District Council, the Suffolk Police and Crime Commissioner, Norfolk County Council, Public Health, Sodexo, TCHC and Tendering District Council. A large proportion of our income continues to come from property rental. We must also thank Suffolk Community Foundation for their assistance in securing many grants throughout the year for our Service Users, as well as the LD Ropes Charitable Settlement who continue, year on year, to support our applications on behalf of our service users.

Designation of funds and free reserves

Our Board have agreed to fund two new posts of Trainee Money Adviser and Service User Engagement Officer, at a cost of £65K over the next year. Upon reviewing our IT Strategy, they have also agreed investments of £27K to improve the recording of our impact through the Outcome Star Online system, as well as the development of our HR Recording system to drive efficiencies in the Business Support function and to achieve Cyber Essentials Plus. The Board were also able to designate £39K to our training fund for staff and volunteers as well as £65K to our long term property maintenance fund.

Once the value of the fixed assets is excluded, the charity's free reserves at 31 March 2021 amounted to £1,214,159 (2020: £867,153), of which £357,132 is committed to our Development Reserve Fund and £99,251, to long term property maintenance.

Income Funds

Anglia Care Trust is in receipt of income as follows:

- Service delivery contracts and service level agreements as unrestricted income
- Grants as restricted income. Such income which is not expended during the lifetime of a project will remain restricted, with the grant giving body being notified, with a view to extending the duration of the project
- Investment income as unrestricted income
- Other income will be treated as unrestricted e.g. rent.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

Reserves Policy

Anglia Care Trust aims to maintain financial reserves equating to:

- 6 months salary costs, inclusive of pension and NI contributions, (which equates to £992,406 2020-21), for the purpose of ensuring that the organisation can meet its obligations in law to all staff, should it cease operating. These reserves can be funded not just by designated cash reserves but also by values tied up in Anglia Care Trust properties which in the case of properties subject to the capital mortgage or charge would be restricted to the prior legal claim of the charge and noting that the first call on the sale of any property would be salary reserves.
- 5% of the market value of properties owned by Anglia Care Trust, for the purpose of ensuring that any unplanned eventualities regarding the properties, inclusive of damage and large scale maintenance or refurbishment, can be dealt with.

We have achieved both these targets in 2020-21.

e. Board Evaluation

The Board uses the Charity Governance Code to review its effectiveness and performance. All Trustees have an annual Performance Review carried out by the Chair.

f. Diversity

The Board has an objective to ensure it is diverse as possible. Recruitment has been targeted to ensure it reaches as diverse an audience as possible and addresses any imbalances the Board has. During 2020-21 our female representation on the Board has been 44%, an increase compared to previous years.

g. Board Attendance

This year, as testament to our commitment to transparency, we are publishing our Board attendance figures. We can state that for 2020-21 our attendance rate overall was 93%, representing an increase on the attendance rate of 87% in 2019-20.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)

h. Main activities undertaken to further the charity's purposes for the public benefit

Our objects and funding limit the services we provide to those living in East Anglia. Priorities are decided after assessing the needs of the individuals and their personal commitment to achieving success. All our services are provided free to our service users.

Anglia Care Trust believes that equal access to our services is vital to our success and that successful outcomes must be shared by all communities that use our services. We monitor access to our services by gender, disability, age and race, but exclude no one for whom the service is suitable. Further information about who benefits directly from our services is explained in the reporting on each service's achievements below.

However, the impact of our work goes far further than just the individuals or families who access our services. We believe that entire communities benefit indirectly from much of the work that we do, and our work with families such as through our Mediation Service and our work with victims of domestic abuse is a strong example of how a whole community can benefit from improvements in behaviour from one family. The work that we do with our Drug and Alcohol Recovery Outreach Project working with Street Drinkers, Rough Sleepers and our tenants in supported accommodation are other examples of how working with one individual can have a positive impact on many others: from neighbours, to family members, through to the local community.

Achievements and performance

a. Key performance indicators

As a charity, our financial governance is key to our success and our integrity. Therefore, our internal monitoring and controls are our Key Performance Indicators. We can confirm that our income for 2020/21 was 4.92% above budget and our expenditure was 0.01% over budget. However, there was only a 0.9% and 4.12% positive variance between actual and forecast figures respectively, giving Trustees confidence in our internal financial processes and knowledge of our business.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

b. Review of activities

The charity has delivered the following services during the year that can be grouped into our three areas of focus:

Helping people to be heard

Appropriate Adults

Both our Suffolk and Norfolk services have continued to run well, with all daytime rotas entirely volunteer led despite the pandemic, ending March 2021 with over 160 volunteers offering over 28,500 hours availability across the year, a 10% increase compared to the previous year. This meant ACT was able to demonstrate a 100% attendance in all AA call-outs, within the specified time, across Norfolk and Suffolk, despite the constraints of the pandemic

We attended over 1390 call outs for Suffolk during this period and over 2650 callouts for Norfolk, an increase compared to last year. Over 2800 detainees have been supported across 6 Police Investigation Centres and over 6500 volunteer hours have been delivered on the service.

Independent Visiting

Our current Independent Visitors on our volunteer led contract have continued to adapt their approach in line with the changing restrictions of the pandemic to maintain meaningful contact with the 21 young people they have supported.

Mediation

This was our sixth year of the Special Educational Needs and Disability Information, Advice & Support Service (SENDIASS) commissioned free and impartial service to offer SEND Mediation or Disagreement Resolution and advice and guidance associated with this.

The service has continued to exceed anticipated figures with 234 people being helped this year and 147 mediations delivered. This support has been offered through a combination of telephone advice and online mediations which were adapted to ensure they could continue to take place during the pandemic. The service has continued to be supported by volunteers with 56 volunteer hours being delivered, devoted to mediations.

Money Advice

Demand for the service has remained constant during this period and funding has continued from both the PCC and ACT charitable funds as well as receiving funding from ACT housing. We also successfully tendered for the Ipswich Borough Council Money Advice Service and will commence delivery in April 2021. The service has supported 437 service users during the year and over 1,000 associated family members.

The service has helped to maximise over £150,000 worth of income, managed over £760,000 worth of debt and has dealt with over 300 requests for assistance and has continued to focus on empowering others through the delivery of advice and guidance.

We have also maintained the Advice Quality Standard, the mark of quality for independent advice.

TCHC Opportunity Suffolk (Employment Advice)

This year has been a difficult one for employment services, but the service has adapted to continue to support individuals remotely towards achieving their goals around employment and training. It has worked with 38 participants, moving 3 into gainful employment and 5 onto an accredited training programme, despite the restrictions of the period, which are remarkable achievements in a pandemic with periods of full lockdown and many job roles being furloughed.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Helping people to feel safe

Domestic Abuse

The Domestic Abuse Outreach Service (DAOS) contract, commissioned by Suffolk County Council, has received a total of 735 referrals over the year with 393 reporting that their risk was reduced during their period of support.

Over 1900 positive outcomes have been achieved during this period, including 98 people being supported to obtain legal advice and a further 13 of these supported at court. Over 200 service users reported a positive health related outcome and over 244 people received housing related support.

In March 2021, the contract to deliver emotional health and wellbeing support came to an end. During this 3 year contract, 269 family members reported an improvement in their physical mental and emotional health, 202 family members engaged in positive activities, 396 family members were provided with information and knowledge to support themselves or the young people in their care and 154 family members no longer required help from professional services.

Concerned about the effect that the pandemic was having on those experiencing domestic abuse, in May 2020 we were commissioned by Suffolk County Council to introduce Suffolk's 24/7 domestic abuse helpline to support victims, their friends and family and professionals seeking advice. For this first reporting period, we took 416 calls and 96 queries through our live web chat facility. The helpline assisted 12 people in crisis, offered advice and guidance to over 320 callers and referred 79 of these calls on to our Domestic Abuse Outreach Service.

Drug and Alcohol Recovery Outreach

ACT has continued to hold a strong presence in this area, working alongside Start Afresh, MARA and Turning Point. Our drug and alcohol outreach work has supported 382 service users across the whole of Suffolk and has demonstrated positive outcomes in addiction support, accommodation, benefits and welfare and health and general wellbeing, all evidencing the projects social impact. During the initial lockdown period of the pandemic, the service assisted in the housing of individuals in hotels through the 'Everyone In' initiative assisting individuals to access drug and alcohol treatment and seeking alternative accommodation.

Helping people to keep a roof over their heads

Accommodation Based Support (Single Homeless and Offenders)

Throughout the year, ACT continued to provide 50 units of accommodation with accompanying support through the Suffolk HRS programme, with 28 units functioning as offender specific accommodation and 22 delivered to single homeless individuals in partnership with Sanctuary Housing.

In the midst of the pandemic, ACT remained one of the few providers able to actively house new referrals, adapting quickly to ensure the safety of properties and residents alike. Unfortunately, the pandemic had a big impact on the ability of the service to move people on into independent living, leading to a year largely based on stability and safety. None the less, 24 individuals were supported to move on to permanent accommodation during this period.

Triangle Tenancy Scheme (TTS)

ACT has continued to deliver our in-house TTS, functioning as move-on accommodation for those in our Accommodated Based Support services, whilst also encompassing the Refugee Resettlement Programme. This programme was paused during the pandemic so there were no new arrivals, but the service still managed to support three Refugee families to move on into independent living during this period. TTS ended the period on 76 units of accommodation, representing managed, sustainable growth since its inception and providing homes for 176 individuals across the year.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Community Rehabilitation Company

In 2020 it was announced that the privatisation of elements of Probation services would come to an end and the management of offenders would fall solely back to the National Probation Service. This news means that ACT's Accommodation and Finance, Benefits and Debt contracts would come to an end at the end of June 2021. In the final delivery year, ACT supported 1191 offenders to successfully secure sustainable accommodation.

New contracts were placed out to tender via the Ministry of Justice and at the time of writing it can be confirmed that we have been successful with a bid to deliver Women's Services in Norfolk, Suffolk and Cambridgeshire (commencing June 2021) having entered into a partnership bid with the St Giles Trust.

Satellite Domestic Abuse Service

As with other accommodation based services, the Satellite Domestic Abuse Accommodation Service experienced similar challenges around move-on, with Local Authorities focussing their accommodation resources towards those without a roof over their head. None the less, ACT was able to secure emergency funding from the Ministry of Housing, Communities and Local Government (MCHLG) to provide an additional 4 units of accommodation in the service for six months, doubling its capacity. These units were quickly filled and subsequently Suffolk County Council agreed to provide funding for ACT to continue providing the additional units up to December 2022.

Rough Sleeper Outreach Service

Following the success of ACT's Rough Sleeper Outreach Service in East Suffolk, we were invited by Tendring District Council to bid for funding to deliver an identical service in their locality. This bid was successful and in June 2020, ACT commenced delivery with two new members of staff working with rough sleepers and those at risk of losing their accommodation. This service achieved a number of positive outcomes and as such, Tendring District Council sourced funding for ACT to continue delivering the service for at least a further 12 months. In a year where rough sleeping was a top priority, the services combined supported 112 people into accommodation from a position of homelessness.

STEPS (Short Term Emergency Provision Service)

Of all Housing Services, STEPS perhaps experienced the busiest year of all. Functioning to provide direct access emergency accommodation for rough sleepers, the service was heavily utilised to support the efforts of the Local Authority to accommodate all rough sleepers during the pandemic. STEPS provided emergency accommodation to 26 individuals during this time and supported 12 people to achieve longer-term stable homes following their time in the service.

Housing First

At the end of March 2021, 11 individuals were accommodated within ACT's Housing First provision, delivered in partnership with IHAG and working closely alongside Ipswich Borough Council. The service, aimed at providing long-term stable homes to the most entrenched homeless individuals in the locality, successfully overcame the challenges that remote working with such a client group brought and saw a high degree of success in supporting people to maintain their tenancies, manage their homes and not participate in anti-social behaviour. 6 of the individuals accommodated within the service have maintained their tenancies for more than 12 months, representing the most secure accommodation position of their adult lives.

Supporting Treatment, Accommodation and Recovery in Suffolk (STARS)

The STARS service, managed on behalf of Public Health England, has provided 25 units of supported accommodation to single homeless individuals who are actively engaged in recovery. The service received 99 referrals during this period, housing 16 individuals and successfully moving on 7 individuals back into the community. The STARS scheme has continued to be actively involved in the recovery community during this period with service users participating in a virtual version of Recovery's Got Talent.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Temporary Housing

During this period, the service has provided 100 bed spaces in temporary housing stock, providing tenancy support to low needs clients across Suffolk and Essex. 81 referrals have been received into the service with 41 individuals being positively moved on.

c. Investment policy and performance

ACT'S cash reserves are held with Charities Aid Foundation and the Royal Bank of Scotland. Our current account operations are with Royal Bank of Scotland. As with all investments during the current period, performance has been disappointing due to the level of interest rates.

d. Factors relevant to achieve objectives

Factors relevant to achieving objectives have been included in the review of activities.

Financial review

a. Going concern

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

b. Material investments policy

The charity does not hold any investments including material social investments.

Structure, governance and management

a. Constitution

The organisation is a charitable company limited by guarantee, incorporated on 19 February 1968 and has been in existence as an independent registered charity since the early 1970s. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members, currently set as the Directors of the company, are required to contribute an amount of not exceeding £1. The charitable company is constituted under a Trust Deed and is a registered charity, number 299049.

The Directors of the company are ex officio Trustees for the purpose of charity law. The Memorandum and Articles of Association require a minimum of three Directors; the maximum number is fifteen. As at 31 March 2021 there are nine members of the Board. The Memorandum and Articles of Association require that one-third of the membership retire annually. The members to retire are those that have been in office the longest. Retiring members are eligible for re-election. The members of the Board of Directors have the power to co-opt members to the Board; any such members hold office until the next Annual General Meeting when they are eligible to stand for election.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

b. Methods of appointment or election of Trustees

Potential new recruits to the Board of Directors meet with the Chair and others he or she may involve in order to discuss their request to join the Board with intent to examine their potential suitability for the role of Director of the Company, to assess their understanding of the role of Director and the degree to which they meet the current needs of the Board in terms of skill, experience and diversity. If satisfied, the Chair may then invite the applicant to attend a Board Meeting as an observer. The Board will then consider the appointment and if satisfied they will co-opt the applicant to the Board until the next Annual General Meeting takes place.

c. Policies adopted for the induction and training of Trustees

Many of the Board of Directors are familiar with the practical work of the company by virtue of service, either as a Director or as a volunteer or both for a number of years. Board members are also invited to attend the staff conference days held three times a year. Their induction involves spending time with the Senior Management Team and other personnel and Service Users to ensure that they have an overview of the organisation. New Board members are also inducted into the Board process by the Company Secretary, who ensures that they receive copies of the following:

- Most recent Annual Reports and Audited Accounts
- Memorandum and Articles of Association
- The Essential Trustee Guide produced by the Charity Commission

d. Pay policy for key management personnel

As with all staff, remuneration is based on market rates and staff are subject to annual Competency Based Performance Reviews. Senior Staff are afforded the same annual cost of living awards as the rest of the organisation.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

e. Organisational structure and decision making

Board of Directors

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

There are two committees in existence: Governance, People and Risk Committee and Finance Committee with Strategy being discussed at Board Meetings. Each committee consists of a minimum of three Board members (other Board members contribute when required) and are supported by the Senior Management Team. Both committees usually meet a minimum of four times per year.

The Board of Directors delegates day-to-day responsibility for the management of the charity to the Senior Management Team consisting of the two executives: the Director of Operations and the Director of Business Support.

The Executives' joint responsibilities

The Directors of Operations and Business Support have joint responsibility for the delivery of the strategic direction of the charity, the day to day management of the charity's activities, finances, budgetary control, recruitment and dismissal of staff. They also have responsibility for the determination of salaries for all personnel below their level, providing that these are in line with the current salary structure as approved by the Human Resources Committee and also within the overall budget agreed for the year. They are jointly required to ensure that key performance targets are agreed and met by all staff. Finally, they are responsible for ensuring that the charity delivers the services specified, thus ensuring that the aims and objectives of the charity are met.

The Executives' individual responsibilities

Director of Operations

The Director of Operations also has responsibility for the delivery of the charity's strategic objectives and for the day to day operation and management of its services, including recruitment of personnel at management and co-ordinator level and the preparation of financial information and budgets relating to all operation of services, in consultation with the Director of Business Support. He is responsible for ensuring that project teams continue to develop their skills and working practices in line with internal and external policies and procedures and good practice. The Director of Operations has the authority to delegate operational activities to service managers.

Director of Business Support

The Director of Business Support has responsibility for ensuring that the administrative and financial activities of the charity are executed efficiently and in a timely manner, including preparation of financial data, management accounts and budgets. She is responsible for Finance, Human Resources, Facilities Management, ICT and Marketing for the whole organisation. Additionally, she is responsible for assisting the Treasurer and Auditors in the preparation of year end accounts. Currently the Director of Business Support is also the Company Secretary.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

Board Strategy

The purpose of the Board meetings are to:

- Set Anglia Care Trust's strategic direction in consultation with the Senior Management Team and to support them in delivering it
- Make sure that ACT's business plan implements ACT's strategic direction
- Make sure that ACT's achievements against its business plan are assessed annually
- Explore available opportunities for collaborative working, cost sharing, mergers, alliances, joint venture and new sources of funding
- Promote and encourage innovation in all aspects of ACT's work and to make sure that there are quality improvements and efficient gains
- Develop and sustain ACT as a flexible, learning organisation enabling it to carry out its strategic aims of developing safe and stronger communities for adults, families and young people in the East of England.

Governance, People and Risk Committee

The remit of this committee is to oversee and make recommendations to the Board of Directors with particular reference to:

- Promoting and monitoring sound Corporate Governance including staff relations
- Ensuring that ACT complies with its legal obligations
- Reviewing and making recommendations to the Board on the recruitment, structure, size and composition of the Board
- Overseeing Human Relations aspects including staff and volunteer training policy and wellbeing, including staff and volunteer benefits
- Governing ACT's Safeguarding, EDI and Health and Safety responsibilities
- Overseeing the annual review of all ACT's policies and procedures
- Monitoring the Risk Management process and the bi-annual review of the charity's strategic risk
- Monitor the performance of the Trust against its Environmental Action and Business Continuity Plans on an annual basis.

Finance Committee

The remit of this committee includes all financial aspects of the business including:

- Overseeing the development, implementation and review of Anglia Care Trust's financial policies
- Ensuring that the Finance Regulations help achieve the organisation's aims and objectives and compliance with the Board, auditor's and other regulatory bodies requirements
- Ensuring continuous quality improvements and efficiency
- The promotion and monitoring of sound financial governance
- Reviewing and making recommendations to the Board on finance relates issues
- Liaising with the Human Resources Committee with regards to salary related issues.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

Governance Activities

Anglia Care Trust applies the term 'Governance Activities' to those activities which ensure sound governance and strategic development as guided by the Association of Chief Executives of Voluntary Organisations (ACEVO) in allocating costs. The Board of Directors have adopted the following Governance Policy:

All administration costs associated with the governance of the charity will be allocated in accordance with the ACEVO model of "Full Cost Recovery"; the charity will therefore allocate the following to Governance Costs:-

- Directors' travel and subsistence
- Costs associated with meetings related to the governance of the charity
- AGM and Annual Review
- Directors' Liability Insurance
- Directors' recruitment, training and induction
- Costs associated with the employment of the Company Secretary i.e. salaries, the cost of travel and subsistence
- Legal costs
- Audit fees.

During 2020-21, the Board continued the work that had been undertaken the previous year with its internal audit, following the Charity Commission's Charity Governance Code. The code allows the Board to self-assess the governance of the charity and the controls in place with regards to seven Principles, being:

- Organisational Purpose
- Leadership
- Integrity
- Decision making, risk and control
- Board Effectiveness
- Diversity
- Openness and Accountability

During the 2020-21, the remainder of the Charity Governance Code Action Plan has been completed and signed off.

One identified missing governance element relates to there being no current maximum term of appointment of Trustees, and whilst the necessary review of our Objects and Articles has not yet taken place, a statement is included here relating to our proposed position:

In accordance with the Charity Governance Code, the nominal maximum appointment term for Trustees is proposed as nine years, with reappointment of Trustees to take place three-yearly. Particular consideration for continuation beyond nine years shall be given to the needs of the organisation (e.g. specific skill or knowledge areas), balanced against the need for progressive refreshing of the Board, and the ability to recruit suitable replacements. One Trustee has a tenure exceeding nine years, and resulting from the annual appraisal process, it has been agreed that their historic and working knowledge of the charity is of significant continued benefit, especially in light of the relatively short tenure of other Trustees.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

f. Risk management

All ACT services follow a Risk Management Procedure which covers:

- Strategic Risk Assessment and Control
- Service Specific Risk Assessment and Control
- Service User Needs Assessment and Control
- Completing and monitoring of a central risk register
- Business Continuity Plan

It is our aim that all of the Senior Management Team are IOSH Managing Safely accredited and this level of competency is now mandatory for Operational Managers.

The Trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity and has reviewed those risks and established systems and procedures to mitigate the risks the charity faces. All significant activities undertaken are subject to a risk review as part of the initial project assessment and implementation; major risks are identified and ranked in terms of their potential impact and likelihood. The Trustees are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Plans for future periods

In delivering our strategic plan, there are numerous inter-related external factors which create uncertainty, increase risk and complicate longer term strategic planning. Some of the key issues are reduction in public expenditure and national/local change programmes. We anticipate that the operating environment will be one of continued uncertainty and challenge. The full impact of Covid-19 has yet to be realized and we foresee the increased demand for our Money Advice and Employment Advice Services. There also seems to be a need to change the way many of our services are delivered, with a blended model of face to face and digital connectivity. We are proud to be such a flexible organization that we are able to respond to the changing environment with relative ease. We have adapted to ensure our operations and our premises remain Covid Secure and we are ready to adapt to any changes that legislation may bring.

Ongoing reductions in public expenditure remain here for the short to medium term and we continue to adapt accordingly. We therefore aim to further diversify our income streams to be less reliant on public sector funding and try to increase our grants from charitable trusts and funds and increase our work with the private sector, for example through our Triangle Tenancy Scheme and Temporary Housing Scheme. We also aim to continue to review our costs and increase efficiencies wherever prudent to do so. In addition to this, we aim to continue extending our geographical reach. In 2020-21 we have expanded our Rough Sleeper Outreach service in to Essex and are in talks about delivering other pilots for various district councils in the region.

Our objectives for this period are:

Excellent Service Delivery - Maintain and further develop excellence in service delivery, constantly reviewing our practices, ensuring that excellence is at the forefront of our thinking, in everything we do.

Adapting to Change - Working within our objects, build our resilience, by continuing our record of bringing innovative solutions to changing needs.

Partnership and Collaboration - Continue to develop our collaborative working approach across voluntary, public and private sectors, improving efficiencies, quality and joined up solutions.

Resource Management - Build upon our skilled volunteer and paid workforce, robust infrastructure and established financial strengths to ensure we continue to offer a professional and flexible response to changing needs.

Funds held as custodian

There are no funds in this category.

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Disclosure of information to auditors

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

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

Auditors

The auditors, Scrutton Bland LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:



Lindsey Cook
(Chair of Trustees)

Date: 8/12/21

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANGLIA CARE TRUST

Opinion

We have audited the financial statements of Anglia Care Trust (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 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 United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the 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.

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANGLIA CARE TRUST (CONTINUED)

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditor's Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether 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.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

- 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANGLIA CARE TRUST (CONTINUED)

Responsibilities of trustees

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

In preparing the financial statements, the Trustees are responsible for assessing the 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANGLIA CARE TRUST (CONTINUED)

Auditor's responsibilities for the audit of the financial statements

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

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

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial experience and through discussions and enquiries of Trustees and management. During the engagement team briefing, the outcomes of these discussions were shared with the team, as well as consideration as to where and how fraud may occur in the charitable company. The following laws and regulations were identified as being of significance to the charitable company:

- Those laws and regulations considered to have a direct effect on the financial statements including UK financial reporting standards, taxation regulations and the Charities Act 2011; and
- The charitable company is subject to many other laws and regulations where the consequences of noncompliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: health and safety, safeguarding, human rights and employment law and GDPR compliance.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: enquiries of management and those charged with governance as to whether the company complies with such regulations; enquiries of management and those charged with governance concerning any actual or potential litigation or claims, inspection of relevant legal documentation, review of board minutes, testing the appropriateness of entries in the nominal ledger, including journal entries and the performance of analytical procedures to identify any unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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.

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF ANGLIA CARE TRUST (CONTINUED)

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. 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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Sharon Gravener (Senior Statutory Auditor)

for and on behalf of

Scrutton Bland LLP

Chartered Accountants

Statutory Auditor

Fitzroy House

Crown Street

Ipswich

Suffolk

IP1 3LG

Date: 10 December 2021

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Charitable activities	3	3,836,459	988,241	4,824,700	4,235,728
Investments	4	535	-	535	2,388
Total income		3,836,994	988,241	4,825,235	4,238,116
Expenditure on:					
Charitable activities	5	3,433,053	850,544	4,283,597	3,908,270
Total expenditure		3,433,053	850,544	4,283,597	3,908,270
Net movement in funds before other recognised gains		403,941	137,697	541,638	329,846
Other recognised gains:					
Gains on revaluation of fixed assets		240,000	-	240,000	-
		643,941	137,697	781,638	329,846
Net movement in funds					
Reconciliation of funds:					
Total funds brought forward		1,415,502	122,086	1,537,588	1,207,742
Net movement in funds		643,941	137,697	781,638	329,846
Total funds carried forward		2,059,443	259,783	2,319,226	1,537,588

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes on pages 29 to 43 form part of these financial statements.

ANGLIA CARE TRUST
(A Company Limited by Guarantee)
REGISTERED NUMBER: 02223103

BALANCE SHEET
AS AT 31 MARCH 2021

	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	10	845,284	548,349
		<u>845,284</u>	<u>548,349</u>
Current assets			
Debtors	11	345,998	355,439
Cash at bank and in hand		1,461,607	911,095
		<u>1,807,605</u>	<u>1,266,534</u>
Creditors: amounts falling due within one year	12	(333,663)	(277,295)
Net current assets		<u>1,473,942</u>	<u>989,239</u>
Total assets less current liabilities being net assets		<u>2,319,226</u>	<u>1,537,588</u>
Charity funds			
Restricted funds	13	259,783	122,086
Unrestricted funds	13	2,059,443	1,415,502
Total funds	13	<u>2,319,226</u>	<u>1,537,588</u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



Lindsey Cook
 (Chair of Trustees)

Date: 08.12.21

The notes on pages 29 to 43 form part of these financial statements.

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Net cash used in operating activities	16	626,058	287,225
Cash flows from investing activities			
Interest received		535	2,388
Purchase of tangible fixed assets		(76,081)	(7,954)
Net cash used in investing activities		(75,546)	(5,566)
Change in cash and cash equivalents in the year		550,512	281,659
Cash and cash equivalents at the beginning of the year		911,095	629,436
Cash and cash equivalents at the end of the year	17	1,461,607	911,095

The notes on pages 29 to 43 form part of these financial statements

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. General information

The company is a company limited by guarantee, domiciled and incorporated in England and Wales, registration number 02223103.

Anglia Care Trust is a registered charity, registration number 299049.

The registered office for the charity is Unit 8, The Square, Martlesham Heath, Ipswich, Suffolk, IP5 3SL.

The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Anglia Care Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The financial statements have been drawn up on a going concern basis.

The Trustees confirm that at the time of approving the financial statements, there are no material uncertainties regarding the Charity's ability to continue in operational existence for the foreseeable future.

In arriving at this conclusion the Trustees have taken account of current and anticipated financial performance in the current economic conditions, including the impact of Covid-19, and its reserves position. For this reason, the going concern basis continues to be adopted in the preparation of the Charity's financial statements.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

2. Accounting policies (continued)

2.3 Income

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 Expenditure

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Support costs are those costs incurred directly in support of expenditure on the objects of the company and include project management carried out at Martlesham Heath.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- Included at estimated market value
Property improvements	- Over the 5 year lease term
Computer equipment	- 33.33% on a straight line basis
Fixtures and fittings	- 25% on a straight line basis

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

2.10 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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Pensions

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

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

3. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Advice, Guidance & Advocacy	273,465	218,262	491,727	479,973
Community Safety	409,467	88,501	497,968	465,039
Housing Services	3,125,804	678,692	3,804,496	3,258,444
General	27,723	2,786	30,509	32,272
Total 2021	3,836,459	988,241	4,824,700	4,235,728
Total 2020	3,432,160	803,568	4,235,728	

4. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Bank interest	535	535	2,388
Total 2020	2,388	2,388	

ANGLIA CARE TRUST
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

5. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Advice, Guidance & Advocacy	266,330	188,920	455,250	519,129
Community Safety	330,537	73,654	404,191	411,473
Housing Services	2,825,576	586,806	3,412,382	2,971,018
General	10,610	1,164	11,774	6,650
	<u>3,433,053</u>	<u>850,544</u>	<u>4,283,597</u>	<u>3,908,270</u>
Total 2020	<u>3,105,029</u>	<u>803,241</u>	<u>3,908,270</u>	

6. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	Total funds 2020 £
Advice, Guidance & Advocacy	433,441	21,809	455,250	519,129
Community Safety	379,623	24,568	404,191	411,473
Housing Services	3,349,267	63,115	3,412,382	2,971,018
General	4,924	6,850	11,774	6,650
	<u>4,167,255</u>	<u>116,342</u>	<u>4,283,597</u>	<u>3,908,270</u>
Total 2020	<u>3,796,045</u>	<u>112,225</u>	<u>3,908,270</u>	

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6. Analysis of expenditure by activities (continued)

Analysis of direct costs

	Advice, Guidance & Advocacy 2021 £	Community Safety 2021 £	Housing Services 2021 £	General 2021 £	Total funds 2021 £	Total funds 2020 £
Staff costs	416,805	359,364	1,203,718	4,924	1,984,811	1,921,805
Other costs	16,636	20,259	2,145,549	-	2,182,444	1,874,240
	<u>433,441</u>	<u>379,623</u>	<u>3,349,267</u>	<u>4,924</u>	<u>4,167,255</u>	<u>3,796,045</u>
Total 2020	<u>495,944</u>	<u>388,371</u>	<u>2,911,730</u>	<u>-</u>	<u>3,796,045</u>	

Analysis of support costs

	Advice Guidance & Advocacy 2021 £	Community Safety 2021 £	Housing Services 2021 £	General 2021 £	Total funds 2021 £	Total funds 2020 £
Staff costs	19,027	21,167	53,840	-	94,034	101,198
Depreciation	2,782	3,401	9,275	-	15,458	4,377
Governance costs	-	-	-	6,850	6,850	6,650
	<u>21,809</u>	<u>24,568</u>	<u>63,115</u>	<u>6,850</u>	<u>116,342</u>	<u>112,225</u>
Total 2020	<u>23,185</u>	<u>23,102</u>	<u>59,288</u>	<u>6,650</u>	<u>112,225</u>	

7. Auditor's remuneration

	2021 £	2020 £
Fees payable to the charity's auditor for the audit of the charity's annual accounts	<u>6,850</u>	<u>6,650</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

8. Staff costs

	2021 £	2020 £
Wages and salaries (including expenses)	1,817,212	1,794,428
Social security costs	155,332	140,862
Other pension costs	106,301	87,713
	<u>2,078,845</u>	<u>2,023,003</u>

The average number of persons employed by the charity during the year was as follows:

	2021 No.	2020 No.
Advice, Guidance & Advocacy	32	35
Community Safety	13	14
Housing Services	43	38
General	10	11
	<u>98</u>	<u>98</u>

No employee received remuneration amounting to more than £60,000 in either year.

The wages and salaries costs above also include volunteer expenses. The average number of volunteers for the year were 275 (2020: 275)

9. Trustees' remuneration and expenses

During the year, none of the Trustees received any remuneration or other benefits for their qualifying services to the charity. (2020 - £NIL).

During the year ended 31 March 2021, expenses amounting to £NIL were reimbursed or paid directly to Trustee in respect of travel (2020 - £37 to 1 Trustee).

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**NOTES TO THE FINANCIAL STATEMENTS
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10. Tangible fixed assets

	Freehold property £	Property improvements £	Computer equipment £	Fixtures and fittings £	Total £
Cost or valuation					
At 1 April 2020	540,000	78,578	110,085	53,441	782,104
Additions	-	3,135	70,041	2,905	76,081
Disposals	-	-	(18,054)	-	(18,054)
Revaluations	240,000	-	-	-	240,000
At 31 March 2021	780,000	81,713	162,072	56,346	1,080,131
Depreciation					
At 1 April 2020	-	78,578	104,217	50,960	233,755
Charge for the year	-	-	14,011	1,447	15,458
On disposals	-	-	(14,366)	-	(14,366)
At 31 March 2021	-	78,578	103,862	52,407	234,847
Net book value					
At 31 March 2021	780,000	3,135	58,210	3,939	845,284
At 31 March 2020	540,000	-	5,868	2,481	548,349

The freehold and leasehold land and buildings are valued on an open market basis by the Trustees based on desktop valuations supplied by independent valuers Fenn Wright on 7th October 2021. The historic cost on donation of the land and buildings is £253,352.

NOTES TO THE FINANCIAL STATEMENTS
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11. Debtors

	2021 £	2020 £
Due within one year		
Trade debtors	341,657	351,098
Other debtors	600	600
Prepayments and accrued income	3,741	3,741
	<u>345,998</u>	<u>355,439</u>

12. Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	18,421	37,246
Other taxation and social security	109,830	88,914
Other creditors	5,999	34,687
Accruals and deferred income	199,413	116,448
	<u>333,663</u>	<u>277,295</u>

	2021 £	2020 £
Deferred income at 1 April 2020	108,468	96,052
Resources deferred during the year	191,433	108,468
Amounts released from previous years	(108,468)	(96,052)
	<u>191,433</u>	<u>108,468</u>

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NOTES TO THE FINANCIAL STATEMENTS
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13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Development						
reserve	357,132	-	-	-	-	357,132
Long term property maintenance	37,104	-	(2,853)	65,000	-	99,251
Working capital	466,302	-	-	(466,302)	-	-
Fixed assets	-	-	-	605,284	240,000	845,284
Triangle Tenancies	16,349	-	-	-	-	16,349
Money Advice	25,687	-	(25,687)	-	-	-
Training fund	-	-	-	39,000	-	39,000
	<u>902,574</u>	<u>-</u>	<u>(28,540)</u>	<u>242,982</u>	<u>240,000</u>	<u>1,357,016</u>
	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
General funds						
General Funds - all funds	512,928	3,836,994	(3,404,513)	(242,982)	-	702,427
Total Unrestricted funds	<u>1,415,502</u>	<u>3,836,994</u>	<u>(3,433,053)</u>	<u>-</u>	<u>240,000</u>	<u>2,059,443</u>

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**NOTES TO THE FINANCIAL STATEMENTS
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13. Statement of funds (continued)

The designated funds are for the following purposes:

Development reserve fund – is allocated to future projects that require an input of resource in the early stages

Long term property maintenance – is allocated for long term costs of the owned rented properties

Fixed assets – represents the funds invested in fixed assets used by the charity and therefore not readily available

Triangle Tenancies – contingency funding to ensure projects can continue even if funding reduces

Training Fund – to cover training postponed from 2020/21 due to Covid-19

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Restricted funds						
Advocacy and IV	10,653	24,203	(6,122)	-	-	28,734
Mentoring	310	500	(131)	-	-	679
Triangle Tenancies	-	52,621	(52,621)	-	-	-
Suffolk Offender Accommodation Project	11,241	-	-	-	-	11,241
Grants & Donations	9,471	2,786	(1,164)	-	-	11,093
Hidden Groups	-	20,000	(2,000)	-	-	18,000
SCDC Domestic Abuse	43,148	58,834	(58,834)	-	-	43,148
SEND mediation	5,670	46,704	(34,381)	-	-	17,993
THCH Opportunity Suffolk	4,249	97,219	(98,650)	-	-	2,818
SCDC Abuse Accommodation	349	45,637	(40,373)	-	-	5,613
HRS Single Homeless	-	83,539	(83,539)	-	-	-
HRS Offenders	-	121,764	(121,764)	-	-	-
Money Advice	-	49,636	(49,636)	-	-	-
East Suffolk Rough Sleeper	2,536	29,305	(21,535)	-	-	10,306
STEPS	2,419	147,237	(147,237)	-	-	2,419
Housing First	7,725	41,414	(42,598)	-	-	6,541
COVID grants	-	83,574	(17,228)	-	-	66,346
STARS	13,034	-	(240)	-	-	12,794

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

13. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Domestic Abuse Outreach	11,281	22,864	(31,281)	-	-	2,864
Tendring Rough Sleeper	-	60,404	(41,210)	-	-	19,194
	<u>122,086</u>	<u>988,241</u>	<u>(850,544)</u>	<u>-</u>	<u>-</u>	<u>259,783</u>
Total of funds	<u><u>1,537,588</u></u>	<u><u>4,825,235</u></u>	<u><u>(4,283,597)</u></u>	<u><u>-</u></u>	<u><u>240,000</u></u>	<u><u>2,319,226</u></u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

14. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/(out) £	Gains/ (Losses) £	Balance at 31 March 2021 £
Designated funds	902,574	-	(28,540)	242,982	240,000	1,357,016
General funds	512,928	3,836,994	(3,404,513)	(242,982)	-	702,427
Restricted funds	122,086	988,241	(850,544)	-	-	259,783
	<u>1,537,588</u>	<u>4,825,235</u>	<u>(4,283,597)</u>	<u>-</u>	<u>240,000</u>	<u>2,319,226</u>

15. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	845,284	-	845,284
Current assets	1,547,822	259,783	1,807,605
Creditors due within one year	(333,663)	-	(333,663)
Total	<u>2,059,443</u>	<u>259,783</u>	<u>2,319,226</u>

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	548,349	-	548,349
Current assets	1,144,448	122,086	1,266,534
Creditors due within one year	(277,295)	-	(277,295)
Total	<u>1,415,502</u>	<u>122,086</u>	<u>1,537,588</u>

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**NOTES TO THE FINANCIAL STATEMENTS
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16. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	2020 £
Net income for the year (as per Statement of Financial Activities)	541,638	329,846
Adjustments for:		
Depreciation charges	15,458	4,377
Interest receivable	(535)	(2,388)
Loss on the sale of fixed assets	3,688	-
Decrease/(increase) in debtors	9,441	(110,781)
Increase in creditors	56,368	66,171
Net cash provided by operating activities	626,058	287,225

17. Analysis of cash and cash equivalents

	2021 £	2020 £
Cash in hand	1,461,607	911,095
Total cash and cash equivalents	1,461,607	911,095

18. Analysis of changes in net funds

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	911,095	550,512	1,461,607

**NOTES TO THE FINANCIAL STATEMENTS
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19. Operating lease commitments

At 31 March 2021 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
Not later than 1 year	75,922	73,937
Later than 1 year and not later than 5 years	140,170	200,178
	<u>216,092</u>	<u>274,115</u>

20. Related party transactions

The key management personnel of the charity comprises the trustees, The Chief Executive Officer, the Directors of Operations and Business Support, The Operational Managers for Housing Services, the Operational Managers for Community Safety and the Business Support Manager.

The total employee benefits of the key management personnel of the Trust were £287,741 (7 staff) (2020: £298,411 (7 staff))