

LASA CHARITY UK LIMITED

England & Wales · Charity number 800140

Details

Other names	LONDON ADVICE SERVICES ALLIANCE COMPANY LIMITED, AIMS, L A S A, MULTIKULTI, RIGHTSNET
Status	Registered
Legal form	Charitable company
Company number	01794098
Registered	1988-11-23
Register	View on the Charity Commission register

Contact

Address	rightsnet Lasa Charity UK Limited 4th Floor 18 St Cross Street London
Phone	02073772748
Email	contact@rightsnet.org.uk
Website	www.rightsnet.org.uk

Activities

Objects: TO RELIEVE POVERTY BY PROMOTING THE PROVISION OF HIGH QUALITY INDEPENDENT ADVICE FOR ALL AND IN PARTICULAR:(A) TO PROMOTE THE DEVELOPMENT, IMPROVEMENT AND CO-ORDINATION OF LEGAL AND ADVICE SERVICES AND TO ENCOURAGE CO-OPERATION BETWEEN AGENCIES PROVIDING SUCH SERVICES;(B) TO PROMOTE AND ASSIST IN THE INTRODUCTION OF INFORMATION TECHNOLOGY IN CHARITABLE AGENCIES;(C) TO CARRY OUT, COMMISSION AND PUBLISH STUDIES AND RESEARCH INTO THE PROVISION OF LEGAL ADVICE AND VOLUNTARY SERVICES AND TO DEVELOP POLICY RESPONSES TO THIS RESEARCH.

Activities: Lasa Charity UK Ltd - operating as rightsnet - provides strategic and innovative services to support and promote independent advice for all. We do this in specific key areas: Social Welfare Law support to front line advisers and those seeking advice throughout the UK. Advocating and promoting the use of technology through a2jtech. Policy development support to the advice and legal sector.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- **Area of benefit:** GREATER LONDON AREA
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£334,800	£452,700	-	-
2024-03-31	£393,025	£428,838	-	-
2023-03-31	£513,608	£444,858	£293,576	8
2022-03-31	£428,878	£385,185	-	-
2021-03-31	£443,778	£385,994	-	-

Trustees

Name	Role	Appointed
JENNIFER BERNARD CQSW, MA	Chair	2015-11-26
ANNETTE FIGUEIREDO		
Andrew Flett		2015-11-26
GARY VAUX		2015-11-26
Mohammad Marashi		2011-03-29
PAUL GEORGE LOWENBERG		

LASA CHARITY UK LIMITED

England & Wales - Charity number 800140

Accounts

Lasa Charity UK Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

**For the Year Ended
31 March 2025**

Company Number 01794098

Charity Number 800140

Lasa Charity UK Ltd

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Lasa Charity UK Ltd

Reference and administrative details of the charity

Board of Trustees	Jennifer Bernard Annette Figueiredo Andrew Flett Paul Lowenberg Mohammad Marashi Samantha Mauger Gary Vaux
Chair	Jennifer Bernard
Vice Chair	Annette Figueiredo
Treasurer	Andrew Flett
Secretary	Terence Stokes
Chief Executive	Terence Stokes
Company Number	01794098
Charity Number	800140
Registered Office	4 th Floor 18, St. Cross Street London EC1N 8UN
Independent Examiner	Michael Webb FCCA Haines Watts Swindon Limited Old Station House, Station Approach Swindon SN1 3DU
Bankers	National Westminster Bank plc 130 Whitechapel High Street London E1 7PS

Trustees Report

The Board of Trustees present the Annual Report (and Directors' Report as required by company law) and the financial statements of Lasa Charity UK Limited for the year ended 31st March 2025.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in January 2015 and the Financial Reporting Standard (FRS 102 effective 1st January 2015). Lasa's trustees have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities.

Principal activities

The objectives of the charity are:

To relieve poverty by promoting the provision of high-quality independent advice for all and in particular:

- a) to promote the development, improvement, and co-ordination of legal and advice services and to encourage co-operation between agencies providing such services.
- b) to promote and assist in the introduction of information technology in charitable agencies.
- c) to carry out, commission and publish studies and research into the provision of legal advice and voluntary services and to develop policy responses to this research.

Lasa's mission and aims

Lasa provides strategic and innovative services to support the provision of expert independent advice for all.

Lasa aims to see good advice available to all who need it and works to secure this by:

- Providing high quality support services to legal advice and information providers
- Promoting access to advice
- Promoting and developing new approaches to the use of technology in voluntary and community organisations
- Being a source of good practice and innovation.

Background

Lasa was established in 1984 to provide specialist support to advice and information providers. These services include advice, information and support around technology and social welfare law. Lasa also actively seeks to promote the role of technology and advice services with policy makers, central and regional government bodies and funders.

We are an independent organisation providing services to a wide range of other organisations including front line advice providers, advice networks, national and regional organisations with an advice and information function, local community groups, public-sector organisations such as housing associations, private sector organisations including private practice solicitors, barristers' chambers, local authorities and government departments, including HMRC, the Tribunal Service and the DWP.

Our work provides public benefit by improving the quality of advice and practical assistance provided by these organisations, in most cases free at the point of delivery to members of the public. In addition, we continue to champion the importance of technology in supporting the work of front-line advice agencies, enabling these organisations to provide improved or more cost-effective services to the public.

The services we provide are delivered through our websites, rightsnet and advicelocal, and our AIMS software. They are accessed by organisations across the UK.

Overview of the work of Lasa in 2024-25

Our work continued to ensure we offered the support the sector, and the communities they serve needed. The cost-of-living crisis continued to affect people with higher fuel and food cost and advice services faced ever increasing demand for their services.

We continued to provide our social welfare law update pages on rightsnet, providing the latest news and case law developments, across five areas of social welfare law: welfare benefits, debt, housing, employment, and community care; and maintain our online forums to facilitate discussion and casework support.

Through advicelocal we gave people the information they needed and connected them to local sources of help and support across the UK.

We were also able to access funding to continue to support the delivery of social welfare law services; rightsnet, advicelocal and our suite of web tools across the UK with core funding from City Bridge Foundation and HMRC.

During the year earned income from subscriptions increased but income from job ads on rightsnet declined as the sector faced another challenging year in terms of resourcing and investment.

We continued to be active in influencing policy, for example through our work on rightsnet and through our close working relationship with, amongst others, the Law Centres Network, Advice Services Alliance, AdviceUK and Citizens Advice. In addition, we were represented on the executive committee of the National Association of Welfare Rights Advisers, are active participants in the Department for Work & Pensions' Stakeholder Forum and one of our staff was accepted to serve as a member of the Social Security Advisory Committee.

We also continued to contribute to the campaign around access to justice and the monitoring of the effects of changes to Social Security Law through the facilitation of the rightsnet online discussion forums and through our contact with the Legal Aid Practitioners Group, LawWorks, Advocate, Legal Action Group and the All-Party Parliamentary Committee's on Access to Justice and Universal Credit.

In a difficult climate with huge pressures on funding we have been able to maintain some of our funding streams and generate income to continue the delivery of our vital support services. This has been made possible not only by the fantastic work of the staff team but also by the continued commitment of the Board to the delivery of free or low-cost support to a cash strapped sector. During the year 2024-25 Lasa employed 8 staff and continued to work with associates and in partnership to deliver our core services.

Our ability to respond quickly to emerging issues throughout the year was helped by being a dispersed and virtual organisation.

Social welfare law support services

Our social welfare law support services provide advice and information across 5 areas of social welfare law – welfare rights; debt; housing; employment and community care to advice organisations across the UK. Each year we deliver support to tens of thousands of advisers working with some of the most disadvantaged and marginalised communities.

The government welfare reform agenda, local authority and other funding cuts continued to have a significant impact on frontline advice organisations. However, whilst the advice sector is changing as a result, our social welfare law services remain vital to the response to emerging issues. Our resources are more important than ever as the cost-of-living crisis brings increased indebtedness, issues of insecure housing and insecure employment place huge demands on an under resourced legal and advice sector.

With advice organisations facing increased pressures, there continues to be a high level of demand for our range of social welfare law support services, with thousands of advice organisations across the UK subscribing to our rightsnet website, accessing peer-to-peer support through our discussion forums, accessing training through our national listing of courses and through job postings on rightsnet.

We provide support to frontline advice and information providers who work with some of the most marginalised communities, including families living in poverty, people with disabilities, those with health problems or mental health issues, and BME communities. We work across the spectrum of advice-giving organisations, including frontline voluntary and community sector organisations; local authorities; social care organisations; housing associations; law centres and pro bono clinics, enabling them to deliver effective, high-quality services.

Rightsnet

Established in 1998, www.rightsnet.org.uk provides a daily update service across the social welfare law areas – welfare rights; debt; housing; employment and community care – delivering news and case law updates to thousands of frontline advisers, policy makers and staff of government departments across the UK.

In the last year the rightsnet team published user-friendly summaries of all the latest statutory instruments, DWP and HMRC guidance, consultation, and policy documents - all brought together and summarised within 24 hours of their issue - in addition to case law from the Upper Tribunal and the higher courts including the Court of Appeal, Supreme Court and European Courts.

Users of the service include frontline voluntary and community sector organisations across the UK, including every Citizens Advice; all law centres; AdviceUK members; local authorities; private practice solicitors; barrister chambers; the Tribunals Service; and the DWP.

Peer support and professional development

During the year we continued to provide online support for voluntary and community sector advisers across the UK to assist in their delivery of advice and guidance on social welfare law. We provided casework support, through our rightsnet discussion forums, to frontline advisers at a time when many advice organisations are finding it more and more difficult to find specialist services to refer their clients to.

Annual Report for the year ended 31 March 2025

Through our online forums advisers from across the UK can share their experience and expertise, supporting each other in finding answers to their case work queries for the benefit of their clients. In the last year advisers made over 10,000 contributions to the forums, which were viewed by others more than 3 million times. In this way the service achieves a reach and scale that would not be possible through more traditional means.

Our peer support work helps to demonstrate the key role that technology can play in helping third sector organisations remain effective and efficient deliverers of services. Harnessing the potential of online technologies to deliver advice support and information, broadening reach, and reducing costs.

Welfare benefits training listings

Rightsnet provides a free listing service for all the major social welfare law training providers giving access to affordable and accessible welfare rights training events for a range of organisations - including local and national charities, disability groups, local authorities, housing associations and legal firms.

Daily updates

Available from our rightsnet website our daily email update - read by thousands of advisers across the UK - contains information designed to help advisers keep up to date with the latest social welfare law developments; sector job vacancies and volunteering opportunities; and training.

Revenuebenefits

In partnership with the Low Incomes Tax Reform Group and funded by HMRC, we also continued to deliver www.revenuebenefits.org.uk, which provides access to the latest information on HMRC products. The site is referred to by DWP guidance as a source of expert and accurate information and. Revenuebenefits has won a Technological Innovation prize at the *LexisNexis Taxation Awards*.

Advicelocal

Launched in 2017 **advicelocal** is our local guide to help with benefits, work, money, housing problems, and more. Users can find tailored information for their area, including details of independent advice organisations who can help with the advice and support they need, as well as national resources from organisations such as Citizens Advice, Shelter, Advicenow and AgeUK. In 2017 it was a finalist in the 'Access to Justice through IT' category at the Legal Aid Lawyer of the Year awards.

The service provides locally tailored information and support across seven areas of social welfare law: welfare benefits and tax credits; council tax, including exemptions and discounts; debt and money advice; housing and homelessness; employment and work issues; disability and social care; and asylum and immigration. In addition, a 'Find an adviser' feature provides users with access to a free directory of local advice providers across the UK. We were successful in securing funding from the Greater London Authority as part of the Mayor of London response to the cost-of-living crisis. This enabled us to carry out changes to the advicelocal website to improve the way that people can interact with the content by a new method rather than just postcode search resulting in a guided pathway for Londoners <https://advicelocal.uk/london>

Web tools

We also deliver a series of **web tools** on universal credit, personal independence payments, and the work capability assessment.

In response to feedback from frontline advisers, we developed the web tools, to support caseworkers and assist citizens' access to justice in relation to social welfare law issues.

Our web tools are:

- <https://advicelocal.uk/> designed to help people seek early advice and find details of support available locally. It also includes information about their rights and entitlements, and independent advice organisations in their area who can help them get the assistance they need.
- <https://pipinfo.net/> and <https://wcainfo.net/> designed to support advisers in dealing with questions relating to personal independence payment and the work capability assessment, helping them to make new claims, and to support clients to challenge decisions, as well as keeping abreast of all new case law impacting on the two benefits.
- <https://universalcreditinfo.net/> originally developed to track the roll-out of UC and then becoming a myth buster to help with common misconceptions and misunderstandings, the web tool has now become a repository of all the legislation and caselaw pertaining to Universal Credit.

Our webtools are a low cost means of delivering vital information to end users and we are planning to develop more of them in partnership with others to meet identified information and advice needs.

User Feedback on our services

'By far the fastest ... most user-friendly way to keep right up-to-date' ... 'Essential to the job, I can't imagine being without it' ... 'Transforms welfare rights advice, it's absolutely brilliant' ... 'Seems to get better each week'.

'For me as a Tribunal Judge, rightsnet is the most up to date and user-friendly source of news about court and upper tribunal cases. This is the information that's most important for my role'.

'If I'm unsure of something it is great to know that we can check something out on Rightsnet and if necessary verify a situation with other advisors on the Discussion forum. It is an excellent resource to have and obviously anything that helps our knowledge as advisors is going to be beneficial to the clients'.

*'In brief, I think **rightsnet** is the most wonderful tool ever, I would be lost without it. It is invaluable.' 'It's impossible to overstate the difference rightsnet has made to my work and how it has impacted on my clients. Suffice to say without having access to rightsnet, I probably wouldn't be in paid or unpaid advice work. rightsnet is the University of Welfare Rights'.*

'rightsnet has not only helped improve the knowledge, quality and expansion of the area of my work, it has assisted me with providing third tier advice work, training and update information in order to help support and guide other advisers to help their clients. rightsnet has been a valuable source of reference for me, especially when I am unable to access other materials needed in order to do my job adequately'.

'In brief, I think rightsnet is the most wonderful tool ever, I would be lost without it. It is invaluable'.

'rightsnet is THE essential tool to keep up to date and to use as reference source, with links to legislation etc. I ensure that all my staff see relevant news items, on a daily basis'.

'rightsnet is an invaluable source of current and easily accessible information and source material for welfare rights advice and a useful sounding board for working through areas of uncertainty, particularly for those of us working on our own and having no other possibility of discussion on complex topics.'

'rightsnet is the first place I look for details of new regulations, caselaw etc. as it is so quickly updated it means I can spend more time advising other CAB workers on how to help their clients. The discussion forum is also helpful to identify new points to argue if a client has been refused benefit and is useful for the sharing of tips and tactics which clients ultimately benefit from.'

'It's very re-assuring to have a service which on a daily basis is monitoring changes within the welfare rights field and reporting such changes. I personally would not have the time to trawl through all the primary sources of such information.'

'rightsnet is an invaluable tool for me as a welfare benefits supervisor both in my own work and in supervising benefits staff and supporting staff in other areas of law. It is so fantastic to have all the news updates and new caselaw in one place, it helps me keep up to date and keeps my work as accurate as possible. I do not know where I'd be without it!'

'People receive better benefits advice through services such as rightsnet' (The Cabinet Office).

'As far as online services are concerned, there is little to beat rightsnet. This site contains a wealth of resources for people working in the welfare benefits field.' (Sweet & Maxwell, publishers of the Social Security Law Volumes).

'Sites like rightsnet ... provide ways for people to get access to information and informal advice online which would be very hard to get any other way' (Former Work and Pensions Minister).

'You provide a very comprehensive signposting service to individuals wanting to look at the social care on offer across a range of organisations in their postcode area.' - ME Association.

'I used this resource (advice local) for the first time today and found a route to assisting a client regarding legal aid assistance. Very useful, saved me a lot of time making numerous calls. A very positive start. Good to see my own organisation featured too.' - Croydon Mencap.

'The local authority and national resources results work really well, as does the map. We have also tested the site on a mobile and it looks great.' - Carers Trust.

"Simply the best PIP resource on the net" - Local Authority Welfare Rights Service

"This is very helpful. Why can't DWP make benefits this simple?" - BBC journalist

"What a fabulous concept" - MP caseworker

"This is an excellent resource. Well done to all those involved": - Citizens Advice Middlesbrough

"Fantastic resource" - Citizens Advice Dorchester

"Another fantastic and invaluable resource" - Reading Community Welfare Rights Unit

"Wow, what a fantastic resource, thanks to all at rightsnet for this" - Age UK

"I would like to let you know how useful ... students have found the pipinfo website to be ... a massively valuable resource" - Staffordshire University

"Just as you think rightsnet can't get more superb! It just rolls on and gets even.....sorry run out of superlatives! Just keep on innovating!"

"I depend on rightsnet so much, to keep me up to date with so many issues, resources, caselaw etc. The discussion forum is invaluable and a great source of information. "

"Couldn't imagine trying to provide advice without the rightsnet forums."

'@advice local your website looks fantastic! So useful, easy to navigate and with lots of potential to grow! Alone in London.'

'Many thanks for this – a great resource.' Eaves Alice Project, Lifeskills

'We recently formed a network of local advice agencies, and we identified a lack of awareness among clients and professionals of the range and remit of available services, so we planned to develop an online directory. However, once we saw advice local we decided it ticked all the boxes. We didn't need to develop a directory specifically for our borough, the range of features and search functionality is far beyond what we would have been able to achieve.' Greenwich Community Advice Network (GCAN)

a2jtech

During the year Lasa continued to develop <https://a2j.tech/> - a sector resource to share good practice in the use of tech to benefit advice delivery and access to justice. We delivered an online platform in 2020, with the support of the Access to Justice Foundation, to help shine a light on the great work being done across the access to justice sector in using tech in the delivery of services, and what's working. We have maintained it as a free resource ever since.

AIMS contact management database

Our technology-based systems include our AIMS enquiry and case-recording system (www.rightsnet.org.uk/aims), an easy-to-use, affordable contact management database.

Our Advice & Information Management System (AIMS) continues to meet the needs of a wide range of advice organisations.

AIMS enables advice services to accurately record and report on all the issues, work and outcomes relating to their client services. It is an essential tool in the effective management of advice organisations and client casework.

The free version and demonstration version of the database are available for download from www.rightsnet.org.uk/aims

"It's a great system, easy to use, helps with the case work, and has really useful reports. It has halved the time I spent collating information for management reports". Newcastle City Council Welfare Rights Service

"We think AIMS is great and we were keen to make even more use of it as an organisation. So we engaged AIMS' consultancy services to help us bring a new service on board, so we could all share the one database. We had a great experience and Phil really listened to what we were trying to do, understood our work and helped us set up some practical, easy ways for both projects to use AIMS. Everyone is happily using AIMS and all our work is covered." Royal British Legion

In response to user feedback we continue to develop AIMS to best meet the needs of users and to ensure that it supports them in their vital delivery of front-line services. Together with our IT partner Blue Planet we are now able to deploy AIMS as a cloud service.

Policy Development

During the year we continued to report on advice policy news and maintained close links with key partner organisations including AdviceUK, AgeUK, Youth Access, Citizens Advice, Child Poverty Action Group, Advice Services Alliance, and the Law Centres

Network. We also continued, with the Equalities and Human Rights Commission, a dedicated forum on rightsnet to enable the Commission to engage the advice-giving community in helping them to explore emerging areas of concern in social welfare law with regards to equalities and human rights.

Our rightsnet discussion forums also have an important social policy function, allowing advisers to share their experiences and highlight issues that are having a real impact on people's lives and continues to be used as a substantial evidence base. The

Annual Report for the year ended 31 March 2025

contributions to the various rightsnet forums are used to prepare representations in the courts, and in parliamentary committees, to challenge illegal and unjust practices and legislation.

We continue to seek acknowledgement of, and support for our online forums to lever this cross-sector collaboration and restate our commitment to working in partnership with other social justice organisations to maintain this unique resource.

Future plans

We continue to take steps to maximise our unrestricted income from our services and acknowledge the vital support of grant income to enable us to continue with our low cost or free resources to support the work of the sector. We will continue to monitor changes to welfare benefits and developments around new technology that may provide opportunities for us to develop new services to meet the needs of the sector. Indeed, Lasa has a history of developing innovative ideas for new projects and programmes.

We will continue to engage with government on its plans for reform and to make the case for the essential value of advice support services.

Financial review

Lasa incurred a net deficit of £117,890 (2024 £35,813) for the year. Lasa now has an accumulated funds surplus of £135,250 (2024 £253,140) attributable to unrestricted funds.

During the course of the year although we were successful in securing some grant funding and generating earned income, we faced a challenging year with regards to both sources of support for our work.

There were no balances on restricted funds to be carried forward as at 31st March 2025 (2024 £nil).

Principal funding sources

Lasa generates income from the services provided to front line advice organisations and from government organisations. These services are enhanced by the receipt of grants. Grants for the year, amounting to 24% (2023: 38%) of the total income, were received from HMRC and City Bridge Foundation.

Pay Policy

Lasa seeks to ensure that staff are paid a salary that is commensurate with their role, and in keeping with equivalent roles in similar charities. Within Lasa staff fulfilling equivalent roles are paid the same salary. Lasa is a living wage employer with all staff paid with reference to the London Living wage. The Chair, Treasurer and CEO review all salaries as part of the annual budget planning process to ensure that they are kept in line with the above principles. If any increases are identified the CEO is tasked with preparing a recommendation to the Board of Trustees, who then decides if that is both appropriate and affordable, and their decision is then implemented.

Key management personnel

Together with the Board of Trustees the key management personnel are the CEO and the Heads of Social Welfare Law and Finance. Total expenditure on these roles including travel loans is £236,078 (2024 £236,078).

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available together with grants received in advance in a special interest-bearing account with our normal bankers.

Reserves Policy

The Board of Trustees has examined the charity's requirements for reserves considering the main risks to the organisation. It has established a policy whereby free reserves used for core Lasa projects and not committed or invested in tangible fixed assets held by the charity should ensure that the Charity remains a going concern (agreed by Trustees in 2024). The free reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in core funding.

The present level of unrestricted funds available to the charity is £135,250. The amount of free reserves as at 31st March 2025 is £132,368.

Risk assessment

The Board of Trustees has agreed a risk management strategy, to highlight some of the key risks, which comprises:

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate against risks identified; and
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

Although many factors are considered the key risks that are actively managed are reductions in earned income and grant funding as well as the potential impact of the loss of key personnel. This is reviewed every year.

Annual Report for the year ended 31 March 2025

Structure and governance

Lasa Charity UK Ltd is a company limited by guarantee governed by its memorandum and articles of association, last amended on 26th September 2006. It is registered at Companies House under the number 01794098. The Charity Commissioners have registered the company as a charity under the number 800140.

Governance issues

Lasa is governed by a Board of Trustees who met four times during the reporting period. The Board ensures that there is an appropriate strategic plan for the organisation and that this is carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive Terence Stokes.

During the year Jennifer Bernard was Chair of the Board, the Vice Chair was Annette Figueiredo and the Treasurer was Andrew Flett.

A process is in place for new trustees to be provided with a detailed induction pack that includes relevant policies and procedures, insurance and contracts that the Board are party to together with a copy of the Memorandum and Articles of Association and other key documents. There is an annual away day for the Board and any new trustees are given a full induction (in several sessions) with the Chair and CEO of Lasa as well as opportunities to meet relevant staff and contribute expertise at all levels of the organisation.

The Board continued its procedure for declaring and recording conflicts of interest. Regular risk analyses were carried out covering both financial and other risk areas for Lasa. Policies and procedures continue to be reviewed and updated as appropriate.

Disclosure of Related Party

None of the trustees received remuneration or other benefits from their work with Lasa.

Board of Trustees

The members of the Board perform the role of directors in company law and are the trustees in charity law. Those who served during the year were:

- | | |
|----------------------|------------|
| - Jennifer Bernard | Chair |
| - Annette Figueiredo | Vice-Chair |
| - Andrew Flett | Treasurer |
| - Paul Lowenberg | |
| - Mohammad Marashi | |
| - Samantha Mauger | |
| - Gary Vaux | |

Membership of the Board of Trustees is open to:

- not more than sixteen persons nominated by the members of the Company to serve on the Board by virtue of their direct experience of advice work or their skills, experience, or other such qualification: and
- not more than 2 people co-opted by the Board of Trustees.

Each Board Member has one vote, and the Chair has a second casting vote.

Statement of the Board of Trustees responsibilities

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements, the Board of 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.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue its activities.

The Board of Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are also responsible for ensuring that the assets are properly applied in accordance with charity law.

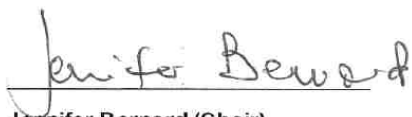
In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet the Board of Trustees have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

Annual Report for the year ended 31 March 2025

So far as the Board of Trustees are aware at the time the report is approved:

- there is no relevant financial information of which the company's examiners are unaware, and
- the Board of Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant financial information and to establish that the examiners are aware of that information.

This report was approved by the Board of Trustees on the 8th July 2025 and signed on behalf of the Board of Trustees by:



Jennifer Bernard (Chair)



Andrew Flett (Treasurer)

Independent Examiners report

Independent Examiner's Report to the Trustees of Lasa Charity UK Ltd ("the Company")

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also directors of the Company for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Chartered Institute of Certified Accountants.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Martin Gurney FCA

IVAEW

Haines Watts Swindon Limited

Old Station House

Station Approach

Swindon

SN1 3DU

Date 28 September 2025

Lasa Charity UK Ltd

Statement of financial activities (incorporating Income and Expenditure account) for the year ended 31 March 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income and endowments from:					
Charitable activities	2	282,360	48,600	330,960	388,306
Investments	4	3,839	-	3,839	4,719
Total income		286,199	48,600	334,799	393,025
Expenditure on:					
Raising funds		28,329	-	28,329	29,272
Charitable activities	5	375,760	48,600	424,360	399,566
Total expenditure		404,089	48,600	452,689	428,838
Net income/(expenditure)		(117,890)	-	(117,890)	(35,813)
Transfer between funds		-	-	-	-
Net movement of funds		(117,890)	-	(117,890)	(35,813)
Reconciliation of funds					
Total funds brought forward	15	253,140	-	253,140	288,953
Total funds carried forward		135,250	-	135,250	253,140

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 15-22 form part of these financial statements.

Lasa Charity UK Ltd

Balance sheet at 31 March 2025

	Notes	2025 £	2024 £
Fixed Assets			
Tangible assets	12	2,882	4,275
Current Assets			
Debtors	13	105,865	68,258
Cash at bank and in hand		202,902	322,764
		308,767	391,022
Creditors: Amounts falling due within one year			
Current Liabilities	14	(176,399)	(142,157)
Net Current Assets		132,368	248,865
Total Assets less current liabilities		135,250	253,140
Net Assets		135,250	253,140
Funds			
Unrestricted Funds	15	135,250	253,140
Restricted Funds	15	-	-
Total Funds		135,250	253,140

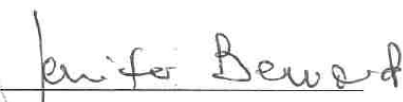
The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- (1) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- (2) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Board of Trustees on the 25th June 2024 and signed on its behalf by:


Jennifer Bernard (Chair)


Andrew Flett (Treasurer)

The notes on pages 15-22 form part of these financial statements.

Lasa Charity UK Ltd

Statement of cash flows for the year ended 31 March 2025

	2025 £	2024 £
Cash flow from operating activities	(123,701)	11,361
Net cash flow from operating activities	(123,701)	11,361
Cash flow from investing activities		
Payments to acquire tangible fixed assets	-	(850)
Interest received	3,839	4,719
Net cash flow from investing activities	3,839	3,869
Net (decrease)/ increase in cash and cash equivalents	(119,862)	(7,492)
Cash equivalents at 31 March 2024	322,764	330,256
Cash equivalents at 31 March 2025	202,902	322,764
Cash and cash equivalents consists of:		
Cash at bank and in hand	202,902	322,764
Cash equivalents at 31 March 2025	202,902	322,764

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2025 £	2024 £
Net expenditure for the year	(117,890)	(35,813)
Interest receivable	(3,839)	(4,719)
Depreciation and impairment of tangible fixed assets	1,393	1,198
Increase in debtors	(37,607)	50,737
(Increase)/Decrease in creditors	34,242	(22,764)
Net cash flow from operating activities	(123,701)	(11,361)

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Watson House, 54 Baker Street, London, W1U 7BU.

1. ACCOUNTING POLICIES

A summary of the principal accounting policies, all of which have been applied consistently throughout the year and with the preceding year, is set out below.

Basis of preparation of financial statements

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The presentational currency is sterling rounded to the nearest pound.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 1 January 2015 – (Charities SORP FRS102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006.

The charity constitutes a public benefit entity.

Going Concern

There are no material uncertainties about the charity's ability to continue as a going concern.

Income recognition

Voluntary income comprises donations. This income is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contracts for the provision of services and grant funding which is subject to specific performance conditions. Income from the provision of services is recognised as earned as the related services are provided and is stated after discounts and net of VAT. Grant income included in this category is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. It is only deferred when:

- The donor or grantor specifies that the donation or grant is to be used in future accounting periods, or
- The donor or grantor has imposed conditions which must be met before the charity has unconditional entitlement to its receipt.

Deferred income includes training fees and subscription income received in advance of the training taking place or the subscription being used.

Grants received for services and activities which are not completed at the year-end are included in income at the full amount and the unused portion is carried forward in net incoming resources at the end of the year.

Expenditure recognition

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied.

- Charitable activities include expenditure associated with specialised advice, training and ICT support services and include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and examination of the statutory accounts, the costs of trustees' meetings, the cost of any legal advice to trustees on governance or constitutional matters, and the cost of staff on these matters.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Tangible fixed assets and depreciation

Tangible fixed assets with a value of £1,500 or more are capitalised at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Office equipment	-	20% to 33%	Straight line
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Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred on a straight-line basis.

Foreign currencies

Transactions in foreign currencies are translated into sterling at the rate ruling on the date of the transaction. Exchange differences are taken into account in arriving at the operating surplus.

Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in note 15.

Employee benefits

When employees have rendered service to the company, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service. Termination benefits, including redundancy costs, are recognised when the company has an obligation to pay the benefits and they can be measured reliably.

Pensions

The company has a defined contribution pension scheme. The company contributes 8% of gross salary to the scheme. The charge to the Statement of Financial Activities represents the amounts payable to the funds during the year.

Cash at bank and in hand

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.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. See Note 18 for further details.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

2 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants £	Other Income £	2025 Total £	2024 Total £
Technology Services	-	36,151	36,151	33,325
Social Welfare Law	48,600	246,209	294,809	354,981
	48,600	282,360	330,960	388,306

Income from charitable activities was £330,960 (2024 - £388,306) of which £48,600 (2024 - £93,242) was attributable to restricted and £282,360 (2024 - £295,064) was attributable to unrestricted funds.

Incoming resources above and total resources expended in note 5 include both restricted and unrestricted income and expenditure. Incoming and outgoing resources for restricted funds in note 15 only includes restricted income and expenditure.

Other income includes income from the sale of software licenses, subscriptions and job adverts

3 GRANTS

	2025 Total £	2024 Total £
Receivable in the year		
The City Bridge Trust	36,100	43,188
Trust for London	-	31,304
HM Revenues & Customs	12,500	18,750
	48,600	93,242

Purpose of grants:

The City Bridge Trust – To increase engagement with Rightsnet, providing services to address challenges faced by disadvantaged communities across London.

Trust for London – No further funds were received in 2024-25

HMRC – Towards the Revenue Benefit website

4 INVESTMENTS

	Unrestricted funds £	Restricted funds £	2025 Total £	2024 Total £
Interest - deposits	3,839	-	3,839	4,719
	3,839	-	3,839	4,719

Income from investments for the current and prior year was all unrestricted.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2025

5 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Staff Costs	Activities undertaken directly	Support costs	2025 Total	2024 Total
	£	£	£	£	£
Technology Services	19,611	996	12,482	33,089	37,130
Social Welfare Law	232,586	10,645	148,040	391,271	362,436
	252,197	11,641	160,522	424,360	399,566

Charitable expenditure for the year was £424,360 (2024 - £399,566) of which £48,600 (2024 - £93,242) were attributable to restricted funds and £375,760 (2024 - £306,324) were attributable to unrestricted funds.

6 SUPPORT COSTS

	Raising Funds	Technology Services	Social Welfare Law	Total 2025	Total 2024
	£	£	£	£	£
Staff Costs	21,012	9,258	109,806	140,076	148,611
Governance	1,019	449	5,326	6,794	6,218
Finance	2,838	1,251	14,832	18,921	18,060
Information technology	1,067	470	5,574	7,111	8,197
Depreciation	209	92	1,092	1,393	1,198
Office costs (incl. rental)	184	81	959	1,224	1,749
Pension contributions	1,548	682	8,088	10,317	11,073
Human Resources	452	199	2,363	3,015	-
Other costs	-	-	-	-	33
	28,329	12,482	148,040	188,851	195,139

Support costs are allocated to the project or activity on the basis of staff time involved in the project or activity.

7 GOVERNANCE OF THE CHARITY

	2025	2024
	£	£
Independent examination	3,685	3,000
Insurance	2,434	2,523
Other costs	675	695
	6,794	6,218

8 NET INCOMING/(OUTGOING) RESOURCES

	2025	2024
	£	£
Depreciation of chargeable fixed assets		
Owned by the company	1,393	1,198
Independent Examiner's Remuneration		
Current Year	3,465	3,400

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2025

9 TRUSTEES' AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees neither received or waived any remuneration during the year (2024: £nil)

The total amount of employee benefits received by key management personnel is £236,078 (2024: £236,078). The Trustees consider themselves, the CEO and the Heads of Social Welfare Law and Fundraising and Monitoring to comprise of the key management personnel.

No trustees received reimbursed travel expense during the year (2024: £nil).

10 STAFF COSTS

	2025	2024
	£	£
Staff costs were as follows:		
Wages and salaries	343,209	320,644
Social security costs	31,764	29,555
Pension costs	27,617	25,848
	402,590	376,047

The average number of staff during the year was 6.67 (2024: 8).

Three employees received emoluments above the band of £60,000 per annum (2024: 2).

	2025	2024
	£	£
£60,000 - £69,999	1	1
£70,000 - £79,999	1	1
£90,000 - £99,999	1	-

11 TAXATION

The company is a charity within the meaning of Paragraph 1, Schedule 6 of the Finance Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

12 TANGIBLE ASSETS

	IT Hardware	Total
	£	£
Cost:		
As at 1 April 2024	12,753	12,753
Additions	-	-
Disposals	(316)	(316)
As at 31 March 2025	12,437	12,437
Accumulated Depreciation		
As at 1 April 2024	8,478	8,478
Disposals	(316)	(316)
Charge for the year	1,393	1,393
As at 31 March 2025	9,555	9,555
Net book value		
As at 1 April 2024	4,275	4,275
As at 31 March 2025	2,882	2,882

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

13 DEBTORS

	As at 31 arch 2025	As at 31 March 2024
	£	£
Trade debtors	100,530	63,672
Prepayments and Accrued income	5,335	4,586
	<u>105,865</u>	<u>68,258</u>

14 CREDITORS

	As at 31 March 2025	As at 31 March 2024
	£	£
Trade Creditors	883	755
Accrued expenditure	9,246	11,177
VAT payable	18,991	11,460
Social security and other taxes	9,606	8,799
Deferred income	137,673	109,966
	<u>176,399</u>	<u>142,157</u>

DEFERRED INCOME

	2025	2024
	£	£
As at 1 April 2024	109,966	127,224
Less amount released to incoming resources	(109,966)	(127,224)
Plus amount deferred in the year:		
Grants	-	-
Contracts, subscriptions and training income	137,673	109,966
	<u>137,673</u>	<u>109,966</u>

15 STATEMENT OF FUNDS

Current Year	At 1 April 2024	Income	Expenditure	Transfers	At 31 March 2025
	£	£	£	£	£
General fund	253,140	286,199	(404,089)	-	135,250
Total Unrestricted Funds	<u>253,140</u>	<u>286,199</u>	<u>(404,089)</u>	<u>-</u>	<u>135,250</u>
Restricted Funds					
Technology Services	-	-	-	-	-
Social Welfare Law	-	48,600	(48,600)	-	-
Total Restricted Funds	<u>-</u>	<u>48,600</u>	<u>(48,600)</u>	<u>-</u>	<u>-</u>
Total Funds	<u>253,140</u>	<u>334,799</u>	<u>(452,689)</u>	<u>-</u>	<u>135,250</u>

Restricted funds

Social Welfare - Undertakes specific projects and activities which receive restrictive funding, including: Trust for London, HMRC and City Bridge Foundation.

Funds are received for activities within the welfare rights service, rightsnet, advicelocal, revenue benefits website and web tools.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

Unrestricted funds

There were no designated funds at the year-end (2024 £nil)

Free unrestricted funds at 31 March 2025 are £452,688 (Unrestricted funds excl Fixed assets).

Prior Year	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General fund	288,953	299,783	(335,596)	-	253,140
Total Unrestricted Funds	288,953	299,783	(335,596)	-	253,140
Restricted Funds					
Technology Services	-	-	-	-	-
Social Welfare Law	-	93,242	(93,242)	-	-
Total Restricted Funds	-	93,242	(93,242)	-	-
Total Funds	288,953	393,025	(428,838)	-	253,140

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Current Year	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Fund balances at 31 March 2025 are represented by:			
Tangible fixed assets	2,882	-	2,882
Current assets	308,767	-	308,767
Current liabilities	(176,399)	-	(176,399)
	135,250	-	135,250

Prior Year	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	4,275	-	4,275
Current assets	391,022	-	391,022
Current liabilities	(142,157)	-	(142,157)
	253,140	-	253,140

17 CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

At the end of the year, there were no other capital commitments, contingent liabilities, or other financial commitments for which full provision has not been made in these financial statements.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2025

18 FINANCIAL INSTRUMENTS

At the balance sheet date, the Charity held the following:

	2025	2024
	£	£
Financial Assets		
Cash at bank and in hand	202,902	322,764
Trade debtors	100,530	63,672
Accrued income	5,335	4,586
	<u>308,767</u>	<u>391,022</u>
	2025	2024
	£	£
Financial Liabilities		
Trade Creditors	883	755
Accrued expenditure	9,246	11,177
	<u>10,129</u>	<u>11,932</u>

Financial Assets

Financial assets that are debt instruments measured at amortised cost comprise the following items:

19 RELATED PARTY TRANSACTIONS

No related party transactions took place during the year.

LASA CHARITY UK LIMITED

England & Wales - Charity number 800140

Accounts

Lasa Charity UK Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

**For the Year Ended
31 March 2024**

Company Number 01794098

Charity Number 800140

Lasa Charity UK Ltd

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Lasa Charity UK Ltd

Reference and administrative details of the charity

Board of Trustees	Jennifer Bernard Annette Figueiredo Andrew Flett Paul Lowenberg Mohammad Marashi Samantha Mauger Gary Vaux
Chair	Jennifer Bernard
Vice Chair	Annette Figueiredo
Treasurer	Andrew Flett
Secretary	Terence Stokes
Chief Executive	Terence Stokes
Company Number	01794098
Charity Number	800140
Registered Office	4 th Floor 18, St. Cross Street London EC1N 8UN
Independent Examiners	Haines Watts Swindon Old Station House Station Approach Newport Street Swindon SN1 3DU
Bankers	National Westminster Bank plc 130 Whitechapel High Street London E1 7PS

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2024

The Board of Trustees present the Annual Report (and Directors' Report as required by company law) and the financial statements of Lasa Charity UK Limited for the year ended 31st March 2024.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in January 2015 and the Financial Reporting Standard (FRS 102 effective 1st January 2015). Lasa's trustees have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities.

Principal activities

The objectives of the charity are:

To relieve poverty by promoting the provision of high-quality independent advice for all and in particular:

- a) to promote the development, improvement, and co-ordination of legal and advice services and to encourage co-operation between agencies providing such services.
- b) to promote and assist in the introduction of information technology in charitable agencies.
- c) to carry out, commission and publish studies and research into the provision of legal advice and voluntary services and to develop policy responses to this research.

Lasa's mission and aims

Lasa provides strategic and innovative services to support the provision of expert independent advice for all.

Lasa aims to see good advice available to all who need it and works to secure this by:

- Providing high quality support services to legal advice and information providers
- Promoting access to advice
- Promoting and developing new approaches to the use of technology in voluntary and community organisations
- Being a source of good practice and innovation.

Background

Lasa was established in 1984 to provide specialist support to advice and information providers. These services include advice, information and support around technology and social welfare law. Lasa also actively seeks to promote the role of technology and advice services with policy makers, central and regional government bodies and funders.

We are an independent organisation providing services to a wide range of other organisations including front line advice providers, advice networks, national and regional organisations with an advice and information function, local community groups, public-sector organisations such as housing associations, private sector organisations including private practice solicitors, barristers' chambers, local authorities and government departments, including HMRC, the Tribunal Service and the DWP.

Our work provides public benefit by improving the quality of advice and practical assistance provided by these organisations, in most cases free at the point of delivery to members of the public. In addition, we continue to champion the importance of technology in supporting the work of front-line advice agencies, enabling these organisations to provide improved or more cost-effective services to the public.

The services we provide are delivered through our websites, rightsnet and advicelocal, and our AIMS software. They are accessed by organisations across the UK.

Overview of the work of Lasa in 2023-24

Our work continued to ensure we offered the support the sector, and the communities they serve needed. The cost-of-living crisis continued to affect people with higher fuel and food cost and advice services faced ever increasing demand for their services.

We continued to provide our social welfare law update pages on rightsnet, providing the latest news and case law developments, across five areas of social welfare law: welfare benefits, debt, housing, employment, and community care; and maintain our online forums to facilitate discussion and casework support.

Through advicelocal we gave people the information they needed and connected them to local sources of help and support across the UK.

We were also able to access funding to continue to support the delivery of social welfare law services; rightsnet, advicelocal and our suite of web tools across the UK with core funding from City Bridge Foundation, HMRC and Trust for London.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2024

During the year earned income from subscriptions increased but income from job ads on rightsnet declined as the sector faced another challenging year in terms of resourcing and investment.

We continued to be active in influencing policy, for example through our work on rightsnet and through our close working relationship with, amongst others, the Law Centres Network, Advice Services Alliance, AdviceUK and Citizens Advice. In addition, we were represented on the executive committee of the National Association of Welfare Rights Advisers, are active participants in the Department for Work & Pensions' Stakeholder Forum and one of our staff was accepted as a member of the Social Security Advisory Committee.

We also continued to contribute to the campaign around access to justice and the monitoring of the effects of changes to Social Security Law through the facilitation of the rightsnet online discussion forums and through our contact with the Legal Aid Practitioners Group, LawWorks, Advocate, Legal Action Group and the All Party Parliamentary Committee's on Access to Justice and Universal Credit.

In a difficult climate with huge pressures on funding we have been able to maintain some of our funding streams and generate income to continue the delivery of our vital support services. This has been made possible not only by the fantastic work of the staff team but also by the continued commitment of the Board to the delivery of free or low-cost support to a cash strapped sector. During the year 2023-24 Lasa employed 8 staff and continued to work with associates and in partnership to deliver our core services.

Our ability to respond quickly to emerging issues throughout the year was helped by being a dispersed and virtual organisation.

Social welfare law support services

Our social welfare law support services provide advice and information across 5 areas of social welfare law – welfare rights; debt; housing; employment and community care to advice organisations across the UK. Each year we deliver support to tens of thousands of advisers working with some of the most disadvantaged and marginalised communities.

The government welfare reform agenda, local authority and other funding cuts continued to have a significant impact on frontline advice organisations. However, whilst the advice sector is changing as a result, our social welfare law services remain vital to the response to emerging issues. Our resources are more important than ever as the cost-of-living crisis brings increased indebtedness, issues of insecure housing and insecure employment place huge demands on an under resourced legal and advice sector.

With advice organisations facing increased pressures, there continues to be a high level of demand for our range of social welfare law support services, with thousands of advice organisations across the UK subscribing to our rightsnet website, accessing peer-to-peer support through our discussion forums, accessing training through our national listing of courses and through job postings on rightsnet.

We provide support to frontline advice and information providers who work with some of the most marginalised communities, including families living in poverty, people with disabilities, those with health problems or mental health issues, and BME communities. We work across the spectrum of advice-giving organisations, including frontline voluntary and community sector organisations; local authorities; social care organisations; housing associations; law centres and pro bono clinics, enabling them to deliver effective, high-quality services.

Rightsnet

Established in 1998, www.rightsnet.org.uk provides a daily update service across the social welfare law areas – welfare rights; debt; housing; employment and community care – delivering news and case law updates to thousands of frontline advisers, policy makers and staff of government departments across the UK.

In the last year the rightsnet team published user-friendly summaries of all the latest statutory instruments, DWP and HMRC guidance, consultation, and policy documents - all brought together and summarised within 24 hours of their issue - in addition to case law from the Upper Tribunal and the higher courts including the Court of Appeal, Supreme Court and European Courts.

Users of the service include frontline voluntary and community sector organisations across the UK, including every Citizens Advice; all law centres; AdviceUK members; local authorities; private practice solicitors; barrister chambers; the Tribunals Service; and the DWP.

Peer support and professional development

During the year we continued to provide online support for voluntary and community sector advisers across the UK to assist in their delivery of advice and guidance on social welfare law. We provided casework support, through our rightsnet discussion

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2024

forums, to frontline advisers at a time when many advice organisations are finding it more and more difficult to find specialist services to refer their clients to.

Through our online forums advisers from across the UK can share their experience and expertise, supporting each other in finding answers to their case work queries for the benefit of their clients. In the last year advisers made over 10,000 contributions to the forums, which were viewed by others more than 3 million times. In this way the service achieves a reach and scale that would not be possible through more traditional means of delivery.

Our peer support work helps to demonstrate the key role that technology can play in helping third sector organisations remain effective and efficient deliverers of services. Harnessing the potential of online technologies to deliver advice support and information, broadening reach, and reducing costs.

Welfare benefits training listings

Rightsnet provides a free listing service for all the major social welfare law training providers giving access to affordable and accessible welfare rights training events for a range of organisations - including local and national charities, disability groups, local authorities, housing associations and legal firms.

Daily updates

Available from our rightsnet website our daily email update - read by thousands of advisers across the UK - contains information designed to help advisers keep up to date with the latest social welfare law developments; sector job vacancies and volunteering opportunities; and training.

Revenuebenefits

In partnership with the Low Incomes Tax Reform Group and funded by HMRC, we also continued to deliver www.revenuebenefits.org.uk, which provides access to the latest information on HMRC products. The site is referred to by DWP guidance as a source of expert and accurate information and. Revenuebenefits has won a Technological Innovation prize at the *LexisNexis Taxation Awards*.

Advicelocal

Launched in 2017 **advicelocal** is our local guide to help with benefits, work, money, housing problems, and more. Users can find tailored information for their area, including details of independent advice organisations who can help with the advice and support they need, as well as national resources from organisations such as Citizens Advice, Shelter, Advicenow and AgeUK. In 2017 it was a finalist in the 'Access to Justice through IT' category at the Legal Aid Lawyer of the Year awards.

The service provides locally tailored information and support across seven areas of social welfare law: welfare benefits and tax credits; council tax, including exemptions and discounts; debt and money advice; housing and homelessness; employment and work issues; disability and social care; and asylum and immigration. In addition, a 'Find an adviser' feature provides users with access to a free directory of local advice providers across the UK. The previous year we were successful in securing funding from the Greater London Authority as part of the Mayor of London response to the cost-of-living crisis. This enabled us to carry out changes to the advicelocal website to improve the way that people can interact with the content by a new method rather than just postcode search resulting in a guided pathway for Londoners <https://advicelocal.uk/london>

Web tools

We also deliver a series of **web tools** on universal credit, personal independence payments, and the work capability assessment.

In response to feedback from frontline advisers, we developed a series of web tools, to support caseworkers and assist citizens' access to justice in relation to social welfare law issues.

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Our web tools are:

- <https://advice.local.uk/> designed to help people seek early advice and find details of support available locally. It also includes information about their rights and entitlements, and independent advice organisations in their area who can help them get the assistance they need.
- <https://pipinfo.net/> and <https://wcainfo.net/> designed to support advisers in dealing with questions relating to personal independence payment and the work capability assessment, helping them to make new claims, and to support clients to challenge decisions, as well as keeping abreast of all new case law impacting on the two benefits.
- <https://universalcreditinfo.net/> originally developed to track the roll-out of UC and then becoming a myth buster to help with common misconceptions and misunderstandings, the web tool has now become a repository of all the legislation and caselaw pertaining to Universal Credit.

Our webtools are a low cost means of delivering vital information to end users and we are planning to develop more of them in partnership with others to meet identified information and advice needs.

User Feedback on our services

'By far the fastest ... most user-friendly way to keep right up-to-date' ... 'Essential to the job, I can't imagine being without it' ... 'Transforms welfare rights advice, it's absolutely brilliant' ... 'Seems to get better each week'.

'For me as a Tribunal Judge, rightsnet is the most up to date and user-friendly source of news about court and upper tribunal cases. This is the information that's most important for my role'.

'If I'm unsure of something it is great to know that we can check something out on Rightsnet and if necessary verify a situation with other advisors on the Discussion forum. It is an excellent resource to have and obviously anything that helps our knowledge as advisors is going to be beneficial to the clients'.

*'In brief, I think **rightsnet** is the most wonderful tool ever, I would be lost without it. It is invaluable.' 'It's impossible to overstate the difference rightsnet has made to my work and how it has impacted on my clients. Suffice to say without having access to rightsnet, I probably wouldn't be in paid or unpaid advice work. rightsnet is the University of Welfare Rights'.*

'rightsnet has not only helped improve the knowledge, quality and expansion of the area of my work, it has assisted me with providing third tier advice work, training and update information in order to help support and guide other advisers to help their clients. rightsnet has been a valuable source of reference for me, especially when I am unable to access other materials needed in order to do my job adequately'.

'In brief, I think rightsnet is the most wonderful tool ever, I would be lost without it. It is invaluable'.

'rightsnet is THE essential tool to keep up to date and to use as reference source, with links to legislation etc. I ensure that all my staff see relevant news items, on a daily basis'.

'rightsnet is an invaluable source of current and easily accessible information and source material for welfare rights advice and a useful sounding board for working through areas of uncertainty, particularly for those of us working on our own and having no other possibility of discussion on complex topics.'

'rightsnet is the first place I look for details of new regulations, caselaw etc. as it is so quickly updated it means I can spend more time advising other CAB workers on how to help their clients. The discussion forum is also helpful to identify new points to argue if a client has been refused benefit and is useful for the sharing of tips and tactics which clients ultimately benefit from.'

'It's very re-assuring to have a service which on a daily basis is monitoring changes within the welfare rights field and reporting such changes. I personally would not have the time to trawl through all the primary sources of such information.'

'rightsnet is an invaluable tool for me as a welfare benefits supervisor both in my own work and in supervising benefits staff and supporting staff in other areas of law. It is so fantastic to have all the news updates and new caselaw in one place, it helps me keep up to date and keeps my work as accurate as possible. I do not know where I'd be without it!'

'People receive better benefits advice through services such as rightsnet' (The Cabinet Office).

'As far as online services are concerned, there is little to beat rightsnet. This site contains a wealth of resources for people working in the welfare benefits field.' (Sweet & Maxwell, publishers of the Social Security Law Volumes).

'Sites like rightsnet ... provide ways for people to get access to information and informal advice online which would be very hard to get any other way' (Former Work and Pensions Minister).

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'You provide a very comprehensive signposting service to individuals wanting to look at the social care on offer across a range of organisations in their postcode area.' - ME Association.

'I used this resource (advice local) for the first time today and found a route to assisting a client regarding legal aid assistance. Very useful, saved me a lot of time making numerous calls. A very positive start. Good to see my own organisation featured too.' - Croydon Mencap.

'The local authority and national resources results work really well, as does the map. We have also tested the site on a mobile and it looks great.' - Carers Trust.

"Simply the best PIP resource on the net" - Local Authority Welfare Rights Service

"This is very helpful. Why can't DWP make benefits this simple?" - BBC journalist

"What a fabulous concept" - MP caseworker

"This is an excellent resource. Well done to all those involved": - Citizens Advice Middlesbrough

"Fantastic resource" - Citizens Advice Dorchester

"Another fantastic and invaluable resource" - Reading Community Welfare Rights Unit

"Wow, what a fantastic resource, thanks to all at rightsnet for this" - Age UK

"I would like to let you know how useful ... students have found the pipinfo website to be ... a massively valuable resource" - Staffordshire University

"Just as you think rightsnet can't get more superb! It just rolls on and gets even.....sorry run out of superlatives! Just keep on innovating!"

"I depend on rightsnet so much, to keep me up to date with so many issues, resources, caselaw etc. The discussion forum is invaluable and a great source of information. "

"Couldn't imagine trying to provide advice without the rightsnet forums."

'@advice local your website looks fantastic! So useful, easy to navigate and with lots of potential to grow! Alone in London.'

'Many thanks for this – a great resource.' Eaves Alice Project, Lifeskills

'We recently formed a network of local advice agencies, and we identified a lack of awareness among clients and professionals of the range and remit of available services, so we planned to develop an online directory. However, once we saw advice local we decided it ticked all the boxes. We didn't need to develop a directory specifically for our borough, the range of features and search functionality is far beyond what we would have been able to achieve.' Greenwich Community Advice Network (GCAN)

a2jtech

During the year Lasa continued to develop <https://a2j.tech/> - a sector resource to share good practice in the use of tech to benefit advice delivery and access to justice. We delivered an online platform in 2020, with the support of the Access to Justice Foundation, to help shine a light on the great work being done across the access to justice sector in using tech in the delivery of services, and what's working. We have maintained it as a free resource ever since.

AIMS contact management database

Our technology-based systems include our AIMS enquiry and case-recording system (www.rightsnet.org.uk/aims), an easy-to-use, affordable contact management database.

Our Advice & Information Management System (AIMS) continues to meet the needs of a wide range of advice organisations.

AIMS enables advice services to accurately record and report on all the issues, work and outcomes relating to their client services. It is an essential tool in the effective management of advice organisations and client casework.

The free version and demonstration version of the database are available for download from www.rightsnet.org.uk/aims

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"It's a great system, easy to use, helps with the case work, and has really useful reports. It has halved the time I spent collating information for management reports". Newcastle City Council Welfare Rights Service

"We think AIMS is great and we were keen to make even more use of it as an organisation. So we engaged AIMS' consultancy services to help us bring a new service on board, so we could all share the one database. We had a great experience and Phil really listened to what we were trying to do, understood our work and helped us set up some practical, easy ways for both projects to use AIMS. Everyone is happily using AIMS and all our work is covered." Royal British Legion

In response to user feedback we continue to develop AIMS to best meet the needs of users and to ensure that it supports them in their vital delivery of front-line services. Together with our IT partner Blue Planet we are now able to deploy AIMS as a cloud service.

Policy Development

During the year we continued to report on advice policy news and maintained close links with key partner organisations including AdviceUK, AgeUK, Youth Access, Citizens Advice, Child Poverty Action Group, Advice Services Alliance, and the Law Centres

Network. We also continued, with the Equalities and Human Rights Commission, a dedicated forum on rightsnet to enable the Commission to engage the advice-giving community in helping them to explore emerging areas of concern in social welfare law with regards to equalities and human rights.

Our rightsnet discussion forums also have an important social policy function, allowing advisers to share their experiences and highlight issues that are having a real impact on people's lives and continues to be used as a substantial evidence base. The contributions to the various rightsnet forums are used to prepare representations in the courts, and in parliamentary committees, to challenge illegal and unjust practices and legislation.

We continue to seek acknowledgement of, and support for our online forums to lever this cross-sector collaboration and restate our commitment to working in partnership with other social justice organisations to maintain this unique resource.

Future plans

We continue to take steps to maximise our unrestricted income from our services and acknowledge the vital support of grant income to enable us to continue with our low cost or free resources to support the work of the sector. We will continue to monitor changes to welfare benefits and developments around new technology that may provide opportunities for us to develop new services to meet the needs of the sector. Indeed, Lasa has a history of developing innovative ideas for new projects and programmes.

We will continue to engage with government on its plans for reform and to make the case for the essential value of advice support services.

Financial review

Lasa incurred a net loss of £35,813 for the year. Lasa now has an accumulated funds surplus of £253,140 (2023 £288,953) attributable to unrestricted funds.

During the course of the year although we were successful in securing some grant funding and generating earned income, we faced a challenging year with regards to both sources of support for our work.

There were no balances on restricted funds to be carried forward as at 31st March 2024 (2023 £nil).

Principal funding sources

Lasa generates income from the services provided to front line advice organisations and from government organisations. These services are enhanced by the receipt of grants. Grants for the year, amounting to 24% (2023: 38%) of the total income, were received from HMRC, Trust for London, and City Bridge Foundation.

Pay Policy

Lasa seeks to ensure that staff are paid a salary that is commensurate with their role, and in keeping with equivalent roles in similar charities. Within Lasa staff fulfilling equivalent roles are paid the same salary. Lasa is a living wage employer with all staff paid with reference to the London Living wage. The Chair, Treasurer and CEO review all salaries as part of the annual budget

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planning process to ensure that they are kept in line with the above principles. If any increases are identified the CEO is tasked with preparing a recommendation to the Board of Trustees, who then decides if that is both appropriate and affordable, and their decision is then implemented.

Key management personnel

Together with the Board of Trustees the key management personnel are the CEO and the Heads of Social Welfare Law and Finance. Total expenditure on these roles including travel loans is £236,078 (2023 £223,301).

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available together with grants received in advance in a special interest-bearing account with our normal bankers.

Reserves Policy

The Board of Trustees has examined the charity's requirements for reserves considering the main risks to the organisation. It has established a policy whereby free reserves used for core Lasa projects and not committed or invested in tangible fixed assets held by the charity should ensure that the Charity remains a going concern (agreed by Trustees in 2024). The free reserves are

needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in core funding.

The present level of unrestricted funds available to the charity is £253,140. The amount of free reserves as at 31st March 2024 is £248,865

Risk assessment

The Board of Trustees has agreed a risk management strategy, to highlight some of the key risks, which comprises:

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate against risks identified; and
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

Although many factors are considered the key risks that are actively managed are reductions in earned income and grant funding as well as the potential impact of the loss of key personnel. This is reviewed every year.

Structure and governance

Lasa Charity UK Ltd is a company limited by guarantee governed by its memorandum and articles of association, last amended on 26th September 2006. It is registered at Companies House under the number 01794098. The Charity Commissioners have registered the company as a charity under the number 800140.

Governance issues

Lasa is governed by a Board of Trustees who met four times during the reporting period. The Board ensures that there is an appropriate strategic plan for the organisation and that this is carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive Terence Stokes.

During the year Jennifer Bernard was Chair of the Board, the Vice Chair was Annette Figueiredo and the Treasurer was Andrew Flett.

A process is in place for new trustees to be provided with a detailed induction pack that includes relevant policies and procedures, insurance and contracts that the Board are party to together with a copy of the Memorandum and Articles of Association and other key documents. There is an annual away day for the Board and any new trustees are given a full induction (in several sessions) with the Chair and CEO of Lasa as well as opportunities to meet relevant staff and contribute expertise at all levels of the organisation.

The Board continued its procedure for declaring and recording conflicts of interest. Regular risk analyses were carried out covering both financial and other risk areas for Lasa. Policies and procedures continue to be reviewed and updated as appropriate.

Disclosure of Related Party

None of the trustees received remuneration or other benefits from their work with Lasa.

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Annual Report for the year ended 31 March 2024

Board of Trustees

The members of the Board perform the role of directors in company law and are the trustees in charity law. Those who served during the year were:

- Jennifer Bernard Chair
- Annette Figueiredo Vice-Chair
- Andrew Flett Treasurer
- Paul Lowenberg
- Mohammad Marashi
- Samantha Mauger
- Gary Vaux

Membership of the Board of Trustees is open to:

- a) not more than sixteen persons nominated by the members of the Company to serve on the Board by virtue of their direct experience of advice work or their skills, experience, or other such qualification: and
- b) not more than 2 people co-opted by the Board of Trustees.

Each Board Member has one vote, and the Chair has a second casting vote.

Statement of the Board of Trustees responsibilities

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements, the Board of 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.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue its activities.

The Board of Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are also responsible for ensuring that the assets are properly applied in accordance with charity law.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet the Board of Trustees have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

So far as the Board of Trustees are aware at the time the report is approved:

- there is no relevant financial information of which the company's examiners are unaware, and
- the Board of Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant financial information and to establish that the examiners are aware of that information.

This report was approved by the Board of Trustees on the 25th June 2024 and signed on behalf of the Board of Trustees by:

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Jennifer Bernard (Chair)

Andrew Flett (Treasurer)

Lasa Charity UK Ltd

Independent Examiners report for the year ended 31 March 2024

Independent Examiner's Report to the Trustees of Lasa Charity UK Limited

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 12 to 23.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

S Plumb ACA

ICAEW
Haines Watts
Old Station House
Station Approach
Newport Street
Swindon
SN1 3DU

Date

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Statement of financial activities (incorporating Income and Expenditure account) for the year ended 31 March 2024

		Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	Notes	£	£	£	£
Income and endowments from:					
Charitable activities	2	295,064	93,242	388,306	511,685
Investments	4	4,719	-	4,719	1,923
Total income		299,783	93,242	393,025	513,608
Expenditure on:					
Raising funds		29,272	-	29,272	23,024
Charitable activities	5	306,324	93,242	399,566	421,834
Total expenditure		335,596	93,242	428,838	444,858
Net income/(expenditure)		(35,813)	-	(35,813)	68,750
Transfer between funds		-	-	-	-
Net movement of funds		(35,813)	-	(35,813)	68,750
Reconciliation of funds					
Total funds brought forward	15	288,953	-	288,953	220,203
Total funds carried forward		253,140	-	253,140	288,953

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 15-23 form part of these financial statements.

Lasa Charity UK Ltd

Balance sheet at 31 March 2024

	Notes	2024 £	2023 £
Fixed Assets			
Tangible assets	12	4,275	4,623
Current Assets			
Debtors	13	68,258	118,995
Cash at bank and in hand		322,764	330,256
		391,022	449,251
Creditors: Amounts falling due within one year			
Current Liabilities	14	(142,157)	(164,921)
Net Current Assets		248,865	284,330
Total Assets less current liabilities		253,140	288,953
Net Assets		253,140	288,953
Funds			
Unrestricted Funds	15	253,140	288,953
Restricted Funds	15	-	-
Total Funds		253,140	288,953

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- (1) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- (2) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Board of Trustees on the 25th June 2024 and signed on its behalf by:

Jennifer Bernard (Chair)

Andrew Flett (Treasurer)

The notes on pages 15-23 form part of these financial statements.

Lasa Charity UK Ltd

Statement of cash flows for the year ended 31 March 2024

	2024 £	2023 £
Cash flow from operating activities	(11,361)	49,794
Net cash flow from operating activities	(11,361)	49,794
 Cash flow from investing activities		
Payments to acquire tangible fixed assets	(850)	(4,721)
Interest received	4,719	1,922
Net cash flow from investing activities	3,869	(2,799)
 Net (decrease)/ increase in cash and cash equivalents	(7,492)	46,995
 Cash equivalents at 31 March 2023	330,256	283,261
Cash equivalents at 31 March 2024	322,764	330,256
 Cash and cash equivalents consists of:		
Cash at bank and in hand	322,764	330,256
Cash equivalents at 31 March 2024	322,764	330,256

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2024 £	2023 £
Net expenditure for the year	(35,813)	68,750
Interest receivable	(4,719)	(1,923)
Depreciation and impairment of tangible fixed assets	1,198	98
Increase/(Decrease) in debtors	50,737	(6,396)
(Increase)/Decrease in creditors	(22,764)	(10,735)
Net cash flow from operating activities	(11,361)	49,794

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NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Watson House, 54 Baker Street, London, W1U 7BU.

1. ACCOUNTING POLICIES

A summary of the principal accounting policies, all of which have been applied consistently throughout the year and with the preceding year, is set out below.

Basis of preparation of financial statements

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The presentational currency is sterling rounded to the nearest pound.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 1 January 2015 – (Charities SORP FRS102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006.

The charity constitutes a public benefit entity.

Going Concern

There are no material uncertainties about the charity's ability to continue as a going concern.

Income recognition

Voluntary income comprises donations. This income is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contracts for the provision of services and grant funding which is subject to specific performance conditions. Income from the provision of services is recognised as earned as the related services are provided and is stated after discounts and net of VAT. Grant income included in this category is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. It is only deferred when:

- The donor or grantor specifies that the donation or grant is to be used in future accounting periods, or
- The donor or grantor has imposed conditions which must be met before the charity has unconditional entitlement to its receipt.

Deferred income includes training fees and subscription income received in advance of the training taking place or the subscription being used.

Grants received for services and activities which are not completed at the year-end are included in income at the full amount and the unused portion is carried forward in net incoming resources at the end of the year.

Expenditure recognition

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied.

- Charitable activities include expenditure associated with specialised advice, training and ICT support services and include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and examination of the statutory accounts, the costs of trustees' meetings, the cost of any legal advice to trustees on governance or constitutional matters, and the cost of staff on these matters.

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NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Tangible fixed assets and depreciation

Tangible fixed assets with a value of £1,500 or more are capitalised at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Office equipment	-	20% to 33%	Straight line
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Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred on a straight-line basis.

Foreign currencies

Transactions in foreign currencies are translated into sterling at the rate ruling on the date of the transaction. Exchange differences are taken into account in arriving at the operating surplus.

Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in note 15.

Employee benefits

When employees have rendered service to the company, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service. Termination benefits, including redundancy costs, are recognised when the company has an obligation to pay the benefits and they can be measured reliably.

Pensions

The company has a defined contribution pension scheme. The company contributes 8% of gross salary to the scheme. The charge to the Statement of Financial Activities represents the amounts payable to the funds during the year.

Cash at bank and in hand

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.

Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. See Note 18 for further details.

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NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

2 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants	Other Income	2024 Total	2023 Total
	£	£	£	£
Technology Services	-	33,325	33,325	34,190
Social Welfare Law	93,242	261,739	354,981	477,495
	93,242	295,064	388,306	511,685

Income from charitable activities was £388,306 (2023 - £511,685) of which £93,242 (2023 - £192,819) was attributable to restricted and £295,064 (2023 - £318,866) was attributable to unrestricted funds.

Incoming resources above and total resources expended in note 5 include both restricted and unrestricted income and expenditure. Incoming and outgoing resources for restricted funds in note 15 only include restricted income and expenditure.

Other income includes income from the sale of software licenses, subscriptions, and job adverts

3 GRANTS

	2024 Total	2023 Total
	£	£
Receivable in the year		
The City Bridge Trust	43,188	51,175
Legal Education Foundation	-	50,004
Trust for London	31,304	28,000
HM Revenues & Customs	18,750	24,996
Greater London Authority (GLA)	-	38,644
	93,242	192,819

Purpose of grants:

The City Bridge Trust - To increase engagement with rightsnet, providing services to address challenges faced by disadvantaged communities across London.

Trust for London - Towards the salary of Lasa's (rightsnet) resource writer and editor.

HMRC - Towards the Revenue Benefits website

4 INVESTMENTS

	Unrestricted funds	Restricted funds	2024 Total	2023 Total
	£	£	£	£
Interest - deposits	4,719	-	4,719	1,923
	4,719	-	4,719	1,923

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

Income from investments for the current and prior year was all unrestricted.

5 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Staff Costs	Activities undertaken directly	Support costs	2024 Total	2023 Total
	£	£	£	£	£
Technology Services	20,076	1,665	15,390	37,130	12,612
Social Welfare Law	196,286	15,672	150,478	362,436	409,222
	216,362	17,337	165,868	399,566	421,834

Charitable expenditure for the year was £399,566 (2023 - £421,824) of which £93,242 (2023 - £129,776) were attributable to restricted funds and £306,324 (2023 - £235,196) were attributable to unrestricted funds.

6 SUPPORT COSTS

	Raising Funds	Technology Services	Social Welfare Law	2024 Total	2023 Total
	£	£	£	£	£
Staff Costs	22,292	11,721	114,598	148,611	110,258
Governance	933	490	4,795	6,218	7,427
Finance	2,709	1,424	13,927	18,060	17,203
Information technology	1,230	647	6,321	8,197	7,384
Depreciation	180	94	924	1,198	98
Office costs (incl. rental)	262	138	1,349	1,749	2,630
Pension contributions	1,661	873	8,539	11,073	7,901
Human Resources	-	-	-	-	600
Other costs	5	3	25	33	6
	29,272	15,390	150,478	195,139	153,507

Support costs are allocated to the project or activity on the basis of staff time involved in the project or activity.

7 GOVERNANCE OF THE CHARITY

	2024 Total	2023 Total
	£	£
Independent examination	3,000	3,200
Insurance	2,523	2,280
Other costs	695	1,947

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

6,218	7,427
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8 NET INCOMING/(OUTGOING) RESOURCES

	2024 Total	2023 Total
	£	£
Depreciation of chargeable fixed assets		
owned by the company	1,198	98
Independent Examiner's Remuneration		
independent examination services	3,400	3,200

9 TRUSTEES' AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2023: £nil)

The total amount of employee benefits received by key management personnel is £236,078 (2023: £223,301). The Trustees consider themselves, the CEO and the Heads of Social Welfare Law and Fundraising and Monitoring to comprise of the key management personnel.

No trustees received any form of reimbursement for expenses during the year (2023: £nil).

10 STAFF COSTS

	2024 Total	2023 Total
	£	£
Staff costs were as follows:		
Wages and salaries	320,644	318,582
Social security costs	29,555	30,687
Pension costs	25,848	25,495
	376,047	374,764

The average number of staff during the year was 8 (2023: 7.42).

Two employees received emoluments in the band £60,000 to £70,000 per annum (2023 - 2).

11 TAXATION

The company is a charity within the meaning of Paragraph 1, Schedule 6 of the Finance Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

12 TANGIBLE ASSETS

	IT Hardware	Total
	£	£
Cost:		
As at 1 April 2023	11,903	11,903
Additions	850	850
Disposals	-	-
As at 31 March 2024	12,753	12,753
Accumulated Depreciation		
As at 1 April 2023	7,280	7,280
Disposals	-	-
Charge for the year	1,198	1,198
As at 31 March 2024	8,478	8,478
Net book value		
As at 1 April 2023	4,623	4,623
As at 31 March 2024	4,275	4,275

13 DEBTORS

	As at 31 March 2024	As at 31 March 2023
	£	£
Trade debtors	63,672	107,291
Prepayments and accrued Income	4,586	11,637
Other debtors	-	67
	68,258	118,995

14 CREDITORS

	As at 31 March 2024	As at 31 March 2023
	£	£
Trade Creditors	755	5,032
Accrued expenditure	11,177	11,835
VAT payable	11,460	11,545
Social Security and other taxes	8,799	9,285
Deferred income	109,966	127,224
	142,157	164,921

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024

DEFERRED INCOME

	2024	2023
	£	£
As at 1 April 2023	127,224	134,305
Less amount released to incoming resources	(127,224)	(134,305)
Plus amount deferred in the year:		
Grants	-	-
Contracts, subscriptions and training income	109,966	127,224
	<u>109,966</u>	<u>127,224</u>

15 STATEMENT OF FUNDS

Current Year	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General fund	288,953	299,783	(335,596)	-	253,140
Total Unrestricted Funds	<u>288,953</u>	<u>299,783</u>	<u>(335,596)</u>	<u>-</u>	<u>253,140</u>
Restricted Funds					
Technology Services	-	-	-	-	-
Social Welfare Law	-	93,242	(93,242)	-	-
Total Restricted Funds	<u>-</u>	<u>93,242</u>	<u>(93,242)</u>	<u>-</u>	<u>-</u>
Total Funds	<u>288,953</u>	<u>393,025</u>	<u>(428,838)</u>	<u>-</u>	<u>253,140</u>

Restricted funds

Technology services - Undertakes specific projects and activities which receive restrictive funding. Funds are received for activities within the technology advice project areas, and technology support services to the sector.

Social Welfare - Undertakes specific projects and activities which receive restrictive funding, including: Trust for London, HMRC and City Bridge Foundation.

Funds are received for activities within the welfare rights service, rightsnet, advicelocal, revenue benefits website and web tools.

Unrestricted funds

There were no designated funds at the year-end (2023 £nil)

Free unrestricted funds at 31 March 2024 are £248,865 (Unrestricted funds excl Fixed assets).

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024

Prior Year	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General fund	220,203	320,789	(272,152)	20,113	288,953
Total Unrestricted Funds	220,203	320,789	(272,152)	20,113	288,953
Restricted Funds					
Technology Services	-	-	(633)	633	-
Social Welfare Law	-	192,819	(172,073)	(20,746)	-
Total Restricted Funds	-	192,819	(172,706)	(20,113)	-
Total Funds	220,203	513,608	(444,858)	-	288,953

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Current Year	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Fund balances at 31 March 2024 are represented by:			
Tangible fixed assets	4,275	-	4,275
Current assets	391,022	-	391,022
Current liabilities	(142,157)	-	(142,157)
	253,140	-	253,140

Prior Year	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	4,623	-	4,623
Current assets	449,251	-	449,251
Current liabilities	(164,921)	-	(164,921)
	288,953	-	288,953

17 CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

At the end of the year, there were no other capital commitments, contingent liabilities, or other financial commitments for which full provision has not been made in these financial statements.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

18 FINANCIAL INSTRUMENTS

At the balance sheet date, the Charity held the following:

	2024	2023
	£	£
Financial Assets		
Cash at bank and in hand	322,764	330,256
Trade debtors	63,672	107,291
Accrued income	4,586	11,637
	<u>391,022</u>	<u>449,184</u>
	2024	2023
	£	£
Financial Liabilities		
Trade Creditors	755	5,032
Accrued expenditure	11,177	11,835
	<u>11,932</u>	<u>16,867</u>

Financial Assets

Financial assets that are debt instruments measured at amortised cost comprise the following items:

19 RELATED PARTY TRANSACTIONS

No related party transactions took place during the year.

LASA CHARITY UK LIMITED

England & Wales - Charity number 800140

Accounts

Lasa Charity UK Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

**For the Year Ended
31 March 2023**

Company Number 01794098

Charity Number 800140

Lasa Charity UK Ltd

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Lasa Charity UK Ltd

Reference and administrative details of the charity

Board of Trustees	Jennifer Bernard Annette Figueiredo Andrew Flett Paul Lowenberg Mohammad Marashi Samantha Mauger Gary Vaux
Chair	Jennifer Bernard
Vice Chair	Annette Figueiredo
Treasurer	Andrew Flett
Secretary	Terence Stokes
Chief Executive	Terence Stokes
Company Number	01794098
Charity Number	800140
Registered Office	4 th Floor 18, St. Cross Street London EC1N 8UN
Independent Examiners	Haines Watts Swindon Old Station House Station Approach Newport Street Swindon SN1 3DU
Bankers	National Westminster Bank plc 130 Whitechapel High Street London E1 7PS

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2023

The Board of Trustees present the Annual Report (and Directors' Report as required by company law) and the financial statements of Lasa Charity UK Limited for the year ended 31st March 2023.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in January 2015 and the Financial Reporting Standard (FRS 102 effective 1st January 2015). Lasa's trustees have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities.

Principal activities

The objectives of the charity are:

To relieve poverty by promoting the provision of high-quality independent advice for all and in particular:

- a) to promote the development, improvement, and co-ordination of legal and advice services and to encourage co-operation between agencies providing such services.
- b) to promote and assist in the introduction of information technology in charitable agencies.
- c) to carry out, commission and publish studies and research into the provision of legal advice and voluntary services and to develop policy responses to this research.

Lasa's mission and aims

Lasa provides strategic and innovative services to support the provision of expert independent advice for all.

Lasa aims to see good advice available to all who need it and works to secure this by:

- Providing high quality support services to legal advice and information providers
- Promoting access to advice
- Promoting and developing new approaches to the use of technology in voluntary and community organisations
- Being a source of good practice and innovation.

Background

Lasa was established in 1984 to provide specialist support to advice and information providers. These services include advice, information and support around technology and social welfare law. Lasa also actively seeks to promote the role of technology and advice services with policy makers, central and regional government bodies and funders.

We are an independent organisation providing services to a wide range of other organisations including front line advice providers, advice networks, national and regional organisations with an advice and information function, local community groups, public-sector organisations such as housing associations, private sector organisations including private practice solicitors, barristers' chambers, local authorities and government departments, including HMRC, the Tribunal Service and the DWP.

Our work provides public benefit by improving the quality of advice and practical assistance provided by these organisations, in most cases free at the point of delivery to members of the public. In addition, we continue to champion the importance of technology in supporting the work of front-line advice agencies, enabling these organisations to provide improved or more cost-effective services to the public.

The services we provide are delivered through websites, software and consultancy and are accessed by organisations across the UK.

Overview of the work of Lasa in 2022-23

Although Covid-19 continued to impact the delivery of advice, towards the end of the year the cost-of-living crisis also started to affect people with higher fuel and food cost. Our work continued to ensure we offered the support the sector, and the communities they serve needed, as new measures were announced.

We continued to provide our social welfare law update page, reviewed and updated daily; maintain our online forums to facilitate discussion and casework support including 'The Social' helping us all through another year with less work-focused discussions but the space to catch up with like-minded members of the rightsnet community isolated from colleagues whilst working from home.

Throughout the pandemic we gave open access to our coronavirus-related news and case law stories in order that they could be accessed without paying for a rightsnet subscription, and we then made the decision to do the same for content to help those affected by the invasion of Ukraine.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2023

After the funding environment changes in response to the pandemic during the year the cost-of-living crisis also continued to have a significant impact on the advice sector and all aspects of our work. We are indebted to our funders for their recognition of the increased financial pressures and their increases to our existing grants.

We were also able to access funding to continue to support the delivery of social welfare law services; rightsnet, advicelocal and our suite of web tools across the UK with core funding from City Bridge Trust, the Legal Education Foundation and Trust for London. We also received project funding from The Greater London Authority to develop advicelocal with a guided pathway aimed at helping people through the cost-of-living crisis.

During the year earned income from subscriptions and job ads on rightsnet remained buoyant and enabled the continued delivery and development of our resources to support the legal and advice sector.

We continued to be active in influencing policy, for example through our work on rightsnet and through our close working relationship with, amongst others, the Law Centres Network, Advice Services Alliance and AdviceUK. In addition, we were represented on the executive committee of the National Association of Welfare Rights Advisers and are active participants in the Department for Work & Pensions' Stakeholder Forum.

We also continued to contribute to the campaign around access to justice and the monitoring of the effects of changes to Legal Aid and Social Security Law, in particular Universal Credit, through the facilitation of the rightsnet online discussion forums and through our contact with the Legal Aid Practitioners Group, LawWorks, Advocate, Legal Action Group and the All Party Parliamentary Committee's on Legal Aid and Universal Credit.

In a difficult climate with huge pressures on funding we have been able to maintain some of our funding streams and generate income to continue the delivery of our vital support services. This has been made possible not only by the fantastic work of the staff team but also by the continued commitment of the Board to the delivery of free or low-cost support to a cash strapped sector. During the year 2022-23 employed 8 staff and continued to work with associates and in partnership to deliver our core services.

Our ability to respond to quickly to emerging issues throughout the year was helped by being a dispersed and virtual organisation, service continuity was unaffected, and we ensured all our resources remained available.

Social welfare law support services

Our social welfare law support services provide advice and information across 5 areas of social welfare law – welfare rights; debt; housing; employment and community care to advice organisations across the UK. Each year we deliver support to tens of thousands of advisers working with some of the most disadvantaged and marginalised communities.

The government welfare reform agenda, legal aid reform, and local authority and other funding cuts continued to have a significant impact on frontline advice organisations, as well as the ongoing Covid-19 issues. However, whilst the advice sector is changing as a result, our social welfare law services remain vital to the response to emerging issues. Our resources are more important than ever as the cost-of-living crisis brings increased indebtedness, housing issues and huge demands on an under resourced legal and advice sector.

With advice organisations facing increased pressures, there continues to be a high level of demand for our range of social welfare law support services, with thousands of advice organisations across the UK subscribing to our rightsnet website, accessing peer-to-peer support through our discussion forums, accessing training through our national listing of courses and through job postings on rightsnet.

We provide support to frontline advice and information providers who work with some of the most marginalised communities, including families living in poverty, people with disabilities, those with health problems or mental health issues, and BME communities. We work across the spectrum of advice-giving organisations, including frontline voluntary and community sector organisations; local authorities; social care organisations; housing associations; law centres and pro bono clinics, enabling them to deliver effective, high-quality services.

Rightsnet

Established in 1998, www.rightsnet.org.uk provides a daily update service across the social welfare law areas – welfare rights; debt; housing; employment and community care – delivering news and case law updates to thousands of frontline advisers, policy makers and staff of government departments across the UK.

In the last year the rightsnet team published user-friendly summaries of all the latest statutory instruments, DWP and HMRC guidance, consultation, and policy documents - all brought together and summarised within 24 hours of their issue - in addition to case law from the Upper Tribunal and the higher courts including the Court of Appeal, Supreme Court and European Courts.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2023

Users of the service include frontline voluntary and community sector organisations across the UK, including every Citizens Advice; all law centres; AdviceUK members; local authorities; private practice solicitors; barrister chambers; the Tribunals Service; and the DWP.

Peer support and professional development

During the year we continued to provide online support for voluntary and community sector advisers across the UK to assist in their delivery of advice and guidance on social welfare law. We provided casework support, through our rightsnet discussion forums, to frontline advisers at a time when many advice organisations are finding it more and more difficult to find specialist services to refer their clients to.

Through our online forums advisers from across the UK can share their experience and expertise, supporting each other in finding answers to their case work queries for the benefit of their clients. In the last year advisers made over 10,000 contributions to the forums, which were viewed by others more than 3 million times. In this way the service achieves a reach and scale that would not be possible through more traditional means of delivery.

Our peer support work helps to demonstrate the key role that technology can play in helping third sector organisations remain effective and efficient deliverers of services. Harnessing the potential of online technologies to deliver advice support and information, broadening reach, and reducing costs.

This forms a vitally important part of our support offer to the sector designed to meet advice providers' needs which were increasingly valuable as working practices changed because of Covid-19.

Welfare benefits training

Rightsnet provides a free listing service for all the major social welfare law training providers giving access to affordable and accessible welfare rights training events for a range of organisations - including local and national charities, disability groups, local authorities, housing associations and legal firms.

Daily updates

Available from our rightsnet website our daily email update - read by thousands of advisers across the UK - contains information designed to help advisers keep up to date with the latest social welfare law developments; sector job vacancies and volunteering opportunities; and training.

Revenuebenefits

In partnership with the Low Incomes Tax Reform Group and funded by HMRC, we also continued to deliver www.revenuebenefits.org.uk, which provides access to the latest information on HMRC products. The site is referred to by DWP guidance as a source of expert and accurate information and received more than 2.5 million users last year. Revenuebenefits has won a Technological Innovation prize at the *LexisNexis Taxation Awards*.

Advicelocal

Launched in 2017 **advicelocal** is our local guide to help with benefits, work, money, housing problems, and more. Users can find tailored information for their area, including details of independent advice organisations who can help with the advice and support they need, as well as national resources from organisations such as Citizens Advice, Shelter, Advicenow and AgeUK. In 2017 it was a finalist in the 'Access to Justice through IT' category at the Legal Aid Lawyer of the Year awards.

The service provides locally tailored information and support across seven areas of social welfare law: welfare benefits and tax credits; council tax, including exemptions and discounts; debt and money advice; housing and homelessness; employment and work issues; disability and social care; and asylum and immigration. In addition, a 'Find an adviser' feature provides users with access to a free directory of local advice providers across the UK. During the year we were successful in securing funding from the Greater London Authority as part of the Mayor of London response to the cost-of-living crisis. This enabled us to carry out changes to the advicelocal website to improve the way that people can interact with the content by a new method rather than just postcode search resulting in a guided pathway for Londoners <https://advicelocal.uk/london>

Web tools

We also deliver a series of **web tools** on universal credit, personal independence payments, and the work capability assessment.

In response to feedback from frontline advisers, we developed a series of web tools, to support caseworkers and assist citizens' access to justice in relation to social welfare law issues.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2023

Our web tools are:

- <https://advice.local.uk/> designed to help people seek early advice and find details of support available locally. It also includes information about their rights and entitlements, and independent advice organisations in their area who can help them get the assistance they need.
- <https://pipinfo.net/> and <https://wcainfo.net/> designed to support advisers in dealing with questions relating to personal independence payment and the work capability assessment, helping them to make new claims, and to support clients to challenge decisions, as well as keeping abreast of all new case law impacting on the two benefits.
- <https://universalcreditinfo.net/> originally developed to track the roll-out of UC and then becoming a myth buster to help with common misconceptions and misunderstandings, the web tool has now become a repository of all the legislation and caselaw pertaining to Universal Credit.

Our webtools are a low cost means of delivering vital information to end users and we are planning to develop more of them in partnership with others to meet identified information and advice needs.

User Feedback on our services

'By far the fastest ... most user-friendly way to keep right up-to-date' ... 'Essential to the job, I can't imagine being without it' ... 'Transforms welfare rights advice, it's absolutely brilliant' ... 'Seems to get better each week'.

'For me as a Tribunal Judge, rightsnet is the most up to date and user-friendly source of news about court and upper tribunal cases. This is the information that's most important for my role'.

'If I'm unsure of something it is great to know that we can check something out on Rightsnet and if necessary verify a situation with other advisors on the Discussion forum. It is an excellent resource to have and obviously anything that helps our knowledge as advisors is going to be beneficial to the clients'.

*'In brief, I think **rightsnet** is the most wonderful tool ever, I would be lost without it. It is invaluable.' 'It's impossible to overstate the difference rightsnet has made to my work and how it has impacted on my clients. Suffice to say without having access to rightsnet, I probably wouldn't be in paid or unpaid advice work. rightsnet is the University of Welfare Rights'.*

'rightsnet has not only helped improve the knowledge, quality and expansion of the area of my work, it has assisted me with providing third tier advice work, training and update information in order to help support and guide other advisers to help their clients. rightsnet has been a valuable source of reference for me, especially when I am unable to access other materials needed in order to do my job adequately'.

'In brief, I think rightsnet is the most wonderful tool ever, I would be lost without it. It is invaluable'.

'rightsnet is THE essential tool to keep up to date and to use as reference source, with links to legislation etc. I ensure that all my staff see relevant news items, on a daily basis'.

'rightsnet is an invaluable source of current and easily accessible information and source material for welfare rights advice and a useful sounding board for working through areas of uncertainty, particularly for those of us working on our own and having no other possibility of discussion on complex topics.'

'rightsnet is the first place I look for details of new regulations, caselaw etc. as it is so quickly updated it means I can spend more time advising other CAB workers on how to help their clients. The discussion forum is also helpful to identify new points to argue if a client has been refused benefit and is useful for the sharing of tips and tactics which clients ultimately benefit from.'

'It's very re-assuring to have a service which on a daily basis is monitoring changes within the welfare rights field and reporting such changes. I personally would not have the time to trawl through all the primary sources of such information.'

'rightsnet is an invaluable tool for me as a welfare benefits supervisor both in my own work and in supervising benefits staff and supporting staff in other areas of law. It is so fantastic to have all the news updates and new caselaw in one place, it helps me keep up to date and keeps my work as accurate as possible. I do not know where I'd be without it!'

'People receive better benefits advice through services such as rightsnet' (The Cabinet Office).

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2023

'As far as online services are concerned, there is little to beat rightsnet. This site contains a wealth of resources for people working in the welfare benefits field.' (Sweet & Maxwell, publishers of the Social Security Law Volumes).

'Sites like rightsnet ... provide ways for people to get access to information and informal advice online which would be very hard to get any other way' (Former Work and Pensions Minister).

'You provide a very comprehensive signposting service to individuals wanting to look at the social care on offer across a range of organisations in their postcode area.' - ME Association.

'I used this resource (advice local) for the first time today and found a route to assisting a client regarding legal aid assistance. Very useful, saved me a lot of time making numerous calls. A very positive start. Good to see my own organisation featured too.' - Croydon Mencap.

'The local authority and national resources results work really well, as does the map. We have also tested the site on a mobile and it looks great.' - Carers Trust.

"Simply the best PIP resource on the net" - Local Authority Welfare Rights Service

"This is very helpful. Why can't DWP make benefits this simple?" - BBC journalist

"What a fabulous concept" - MP caseworker

"This is an excellent resource. Well done to all those involved": - Citizens Advice Middlesbrough

"Fantastic resource" - Citizens Advice Dorchester

"Another fantastic and invaluable resource" - Reading Community Welfare Rights Unit

"Wow, what a fantastic resource, thanks to all at rightsnet for this" - Age UK

"I would like to let you know how useful ... students have found the pipinfo website to be ... a massively valuable resource" - Staffordshire University

"Just as you think rightsnet can't get more superb! It just rolls on and gets even.....sorry run out of superlatives! Just keep on innovating!"

"I depend on rightsnet so much, to keep me up to date with so many issues, resources, caselaw etc. The discussion forum is invaluable and a great source of information. "

"Couldn't imagine trying to provide advice without the rightsnet forums."

'@advice local your website looks fantastic! So useful, easy to navigate and with lots of potential to grow! Alone in London.'

'Many thanks for this – a great resource.' Eaves Alice Project, Lifeskills

'We recently formed a network of local advice agencies, and we identified a lack of awareness among clients and professionals of the range and remit of available services, so we planned to develop an online directory. However, once we saw advice local we decided it ticked all the boxes. We didn't need to develop a directory specifically for our borough, the range of features and search functionality is far beyond what we would have been able to achieve.' Greenwich Community Advice Network (GCAN)

a2jtech

During the year Lasa continued to develop <https://a2j.tech/> - a sector resource to share good practice in the use of tech to benefit advice delivery and access to justice. We delivered an online platform in 2020, with the support of the Access to Justice Foundation, to help shine a light on the great work being done across the access to justice sector in using tech in the delivery of services, and what's working. We have maintained it as a free resource ever since.

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Annual Report for the year ended 31 March 2023

AIMS contact management database

Our innovative technology-based systems include our AIMS enquiry and case-recording system (www.rightsnet.org.uk/aims), an easy-to-use, affordable contact management database.

Our Advice & Information Management System (AIMS) is now in its 19th year and continues to meet the needs of a wide range of advice organisations.

AIMS enables advice services to accurately record and report on all the issues, work and outcomes relating to their client services. It is an essential tool in the effective management of advice organisations and client casework.

The free version and demonstration version of the database are available for download from www.rightsnet.org.uk/aims

"It's a great system, easy to use, helps with the case work, and has really useful reports. It has halved the time I spent collating information for management reports". Newcastle City Council Welfare Rights Service

"We think AIMS is great and we were keen to make even more use of it as an organisation. So we engaged AIMS' consultancy services to help us bring a new service on board, so we could all share the one database. We had a great experience and Phil really listened to what we were trying to do, understood our work and helped us set up some practical, easy ways for both projects to use AIMS. Everyone is happily using AIMS and all our work is covered." Royal British Legion

In response to user feedback we continue to develop AIMS to best meet the needs of users and to ensure that it supports them in their vital delivery of front-line services. Together with our IT partner Blue Planet we are now able to deploy AIMS as a cloud service.

Policy Development

During the year we continued to report on advice policy news and maintained close links with key partner organisations including AdviceUK, AgeUK, Youth Access, Citizens Advice, Child Poverty Action Group, Advice Services Alliance, and the Law Centres Network. We also continued, with the Equalities and Human Rights Commission, a dedicated forum on rightsnet to enable the Commission to engage the advice-giving community in helping them to explore emerging areas of concern in social welfare law with regards to equalities and human rights.

Our rightsnet discussion forums also have an important social policy function, allowing advisers to share their experiences and highlight issues that are having a real impact on people's lives and continues to be used as a substantial evidence base. The contributions to the various rightsnet forums are used to prepare representations in the courts, and in parliamentary committees, to challenge illegal and unjust practices and legislation.

Examples of the importance of this resource over previous years includes the fact that information published to rightsnet and discussed in the forums resulted in –

- Over 50,000 social housing tenants who had been erroneously subjected to the 'bedroom tax' as a result of a DWP error being entitled to more than £3m in arrears;
- Providing the evidential base that over 180,000 employment and support allowance claimants had their benefit entitlement wrongly assessed and were entitled to over £970m arrears over the period from 2011 to 2018;
- The government needing to remove hundreds of pages from gov.uk as a result of it accepting that it had mistakenly listed 'inappropriate' advice on its universalcredit jobsearchwebsite.

We continue to seek acknowledgement of, and support to lever this cross-sector collaboration and restate our commitment to working in partnership with other social justice organisations to maintain this unique resource.

Future plans

We continue to take steps to maximise our unrestricted income from our services and continue to acknowledge the vital support of grant income to enable us to continue with our low cost or free resources to support the work of the sector. We will continue to monitor changes to welfare benefits and developments around new technology that may provide opportunities for us to develop new services to meet the needs of the sector. Indeed, Lasa has a history of developing innovative ideas for new projects and programmes. The legacy of Covid-19, followed by war in Ukraine, fuel cost rises and cost of living increases means there will be no diminution in the sector's need for the support and information services we provide.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2023

We will continue to engage with government on its plans for reform and to make the case for the essential value of advice support services.

Financial review

Lasa had net incoming resources on unrestricted funds, a surplus of £68,750 for the year. Lasa now has an accumulated surplus of £288,953 (2022: £220,203) on unrestricted funds.

During the course of the year although we were successful in securing some grant funding and generating earned income, we faced a challenging year with regards to both sources of support for our work.

There were no balances on restricted funds to be carried forward as at 31st March 2023 (2022: £nil).

Principal funding sources

Lasa generates income from the services provided to front line advice organisations and from government organisations. These services are enhanced by the receipt of grants. Grants for the year, amounting to 38% (2022: 29%) of the total income, were received from HMRC, Trust for London, City Bridge Trust and the Legal Education Foundation.

Pay Policy

Lasa seeks to ensure that staff are paid a salary that is commensurate with their role, and in keeping with equivalent roles in similar charities. Within Lasa staff fulfilling equivalent roles are paid the same salary. Lasa is a living wage employer with all staff paid with reference to the London Living wage. Lasa reviews all salaries as part of the annual budget planning process to ensure that they have kept in line with the above principles, and so far as the budget will allow seek to make appropriate increases where that is required. A recommendation for any increases is made by the CEO to the Board of Trustees who then decides if that is both appropriate and affordable, and their decision is then implemented.

Key management personnel

Together with the Board of Trustees the key management personnel are the CEO and the Heads of Social Welfare Law and Fundraising and Monitoring. Total expenditure on these roles including travel loans is £223,301 (2022: £213,508).

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available together with grants received in advance in a special interest-bearing account with our normal bankers.

Reserves Policy

The Board of Trustees has examined the charity's requirements for reserves considering the main risks to the organisation. It has established a policy whereby free reserves used for core Lasa projects and not committed or invested in tangible fixed assets held by the charity should be at least six month's budgeted expenditure (agreed by Trustees in 2016). This gives a target of £219,150. The free reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in core funding.

The present level of unrestricted funds available to the charity is £288,953. The amount of free reserves as at 31st March 2023 is £284,330.

Risk assessment

The Board of Trustees has agreed a risk management strategy, to highlight some of the key risks, which comprises:

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate against risks identified; and
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

Although many factors are considered the key risks that are actively managed are reductions in earned income and grant funding as well as the potential impact of the loss of key personnel.

Structure and governance

Lasa Charity UK Ltd is a company limited by guarantee governed by its memorandum and articles of association, last amended on 26th September 2006. It is registered at Companies House under the number 01794098. The Charity Commissioners have registered the company as a charity under the number 800140.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2023

Governance issues

Lasa is governed by a Board of Trustees who met four times during the reporting period. The Board ensures that there is an appropriate strategic plan for the organisation and that this is carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive Terence Stokes.

During the year Jennifer Bernard was Chair of the Board, the Vice Chair was Annette Figueiredo and the Treasurer was Andrew Flett.

A process is in place for new trustees to be provided with a detailed induction pack that includes relevant policies and procedures, insurance and contracts that the Board are party to together with a copy of the Memorandum and Articles of Association and other key documents. There is an annual away day for the Board and any new trustees are given a full induction (in several sessions) with the Chair and CEO of Lasa as well as opportunities to meet relevant staff and contribute expertise at all levels of the organisation.

The Board continued its procedure for declaring and recording conflicts of interest. Regular risk analyses were carried out covering both financial and other risk areas for Lasa. Policies and procedures continue to be reviewed and updated as appropriate.

Disclosure of Related Party

None of the trustees received remuneration or other benefits from their work with Lasa.

Board of Trustees

The members of the Board perform the role of directors in company law and are the trustees in charity law. Those who served during the year were:

- | | |
|----------------------|------------|
| - Jennifer Bernard | Chair |
| - Annette Figueiredo | Vice-Chair |
| - Andrew Flett | Treasurer |
| - Paul Lowenberg | |
| - Mohammad Marashi | |
| - Samantha Mauger | |
| - Gary Vaux | |

Membership of the Board of Trustees is open to:

- not more than sixteen persons nominated by the members of the Company to serve on the Board by virtue of their direct experience of advice work or their skills, experience, or other such qualification: and
- not more than 2 people co-opted by the Board of Trustees.

Each Board Member has one vote, and the Chair has a second casting vote.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2023

Statement of the Board of Trustees responsibilities

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements, the Board of 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.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue its activities.

The Board of Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are also responsible for ensuring that the assets are properly applied in accordance with charity law.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet the Board of Trustees have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

So far as the Board of Trustees are aware at the time the report is approved:

- there is no relevant financial information of which the company's examiners are unaware, and
- the Board of Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant financial information and to establish that the examiners are aware of that information.

This report was approved by the Board of Trustees on the 27th June 2023 and signed on behalf of the Board of Trustees by:

Jennifer Bernard (Chair)

Andrew Flett (Treasurer)

Lasa Charity UK Ltd

Independent Examiners report for the year ended 31 March 2023

Independent Examiner's Report to the Trustees of LASA Charity UK Limited

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 13 to 23.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

S Plumb ACA

ICAEW
Haines Watts
Old Station House
Station Approach
Newport Street
Swindon
SN1 3DU

Date

Lasa Charity UK Ltd

Statement of financial activities (incorporating Income and Expenditure account) for the year ended 31 March 2023

		Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	Notes	£	£	£	£
Income and endowments from:					
Charitable activities	2	318,866	192,819	511,685	428,818
Investments	4	1,923	-	1,923	60
Total income		320,789	192,819	513,608	428,878
Expenditure on:					
Raising funds		23,024	-	23,024	20,213
Charitable activities	5	249,128	172,706	421,834	364,972
Total expenditure		272,152	172,706	444,858	385,185
Net income/(expenditure)		48,637	20,113	68,750	43,693
Transfer between funds		20,113	(20,113)	-	-
Net movement of funds		68,750	-	68,750	43,693
Reconciliation of funds					
Total funds brought forward	15	220,203	-	220,203	176,510
Total funds carried forward		288,953	-	288,953	220,203

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 16-23 form part of these financial statement

Lasa Charity UK Ltd

Balance sheet at 31 March 2023

	Notes	2023 £	2022 £
Fixed Assets			
Tangible assets	12	4,623	810
Current Assets			
Debtors	13	118,995	112,598
Cash at bank and in hand		330,256	283,261
		449,251	395,859
Creditors: Amounts falling due within one year			
Current Liabilities	14	(164,921)	(175,656)
Net Current Assets		284,329	220,203
Total Assets less current liabilities		288,953	220,203
Net Assets		288,953	220,203
Funds			
Unrestricted Funds	15	288,953	220,203
Restricted Funds	15	-	-
Total Funds		288,953	220,203

The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- (1) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- (2) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Board of Trustees on the 27th June 2023 and signed on its behalf by:

Jennifer Bernard (Chair)

Andrew Flett (Treasurer)

The notes on pages 16-23 form part of these financial statements.

Lasa Charity UK Ltd

Statement of cash flows for the year ended 31 March 2023

	2023 £	2022 £
Cash flow from operating activities	49,794	29,373
Net cash flow from operating activities	49,794	29,373
Cash flow from investing activities		
Payments to acquire tangible fixed assets	(4,721)	-
Interest received	1,923	60
Net cash flow from investing activities	(2,798)	60
Net increase / (decrease) in cash and cash equivalents	46,996	29,433
Cash equivalents at 31 March 2022	283,261	253,828
Cash equivalents at 31 March 2023	330,256	283,261
Cash and cash equivalents consists of:		
Cash at bank and in hand	330,256	283,261
Cash equivalents at 31 March 2023	330,256	283,261

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2023 £	2022 £
Net expenditure for the year	68,750	43,693
Interest receivable	(1,923)	(60)
Depreciation and impairment of tangible fixed assets	98	453
Increase in debtors	(6,396)	(45,468)
(Increase)/Decrease in creditors	(10,735)	30,398
(Gain) / Loss on disposal of asset	-	357
Net cash flow from operating activities	49,794	29,373

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Watson House, 54 Baker Street, London, W1U 7BU.

1. ACCOUNTING POLICIES

A summary of the principal accounting policies, all of which have been applied consistently throughout the year and with the preceding year, is set out below.

1.1 Basis of preparation of financial statements

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The presentational currency is sterling rounded to the nearest pound.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 1 January 2015 – (Charities SORP FRS102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006.

The charity constitutes a public benefit entity.

1.2 Going Concern

There are no material uncertainties about the charity's ability to continue as a going concern.

1.3 Income recognition

Voluntary income comprises donations. This income is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contracts for the provision of services and grant funding which is subject to specific performance conditions. Income from the provision of services is recognised as earned as the related services are provided and is stated after discounts and net of VAT. Grant income included in this category is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. It is only deferred when:

- The donor or grantor specifies that the donation or grant is to be used in future accounting periods, or
- The donor or grantor has imposed conditions which must be met before the charity has unconditional entitlement to its receipt.

Deferred income includes training fees and subscription income received in advance of the training taking place or the subscription being used.

Grants received for services and activities which are not completed at the year-end are included in income at the full amount and the unused portion is carried forward in net incoming resources at the end of the year.

1.4 Expenditure recognition

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied.

- Charitable activities include expenditure associated with specialised advice, training and ICT support services and include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and examination of the statutory accounts, the costs of trustees' meetings, the cost of any legal advice to trustees on governance or constitutional matters, and the cost of staff on these matters.

Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1.5 Tangible fixed assets and depreciation

Tangible fixed assets with a value of £1,500 or more are capitalised at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Office equipment	-	20% to 33%	Straight line
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1.6 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred on a straight-line basis.

1.7 Foreign currencies

Transactions in foreign currencies are translated into sterling at the rate ruling on the date of the transaction. Exchange differences are taken into account in arriving at the operating surplus.

1.8 Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in note 15.

1.9 Employee benefits

When employees have rendered service to the company, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service. Termination benefits, including redundancy costs, are recognised when the company has an obligation to pay the benefits and they can be measured reliably.

1.10 Pensions

The company has a defined contribution pension scheme. The company contributes 8% of gross salary to the scheme. The charge to the Statement of Financial Activities represents the amounts payable to the funds during the year.

1.11 Cash at bank and in hand

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.

1.12 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.13 Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. See Note 18 for further details.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

2 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants	Other Income	2023 Total	2022 Total
	£	£	£	£
Technology Services	-	34,190	34,190	37,930
Social Welfare Law	192,819	284,676	477,495	390,888
	<u>192,819</u>	<u>318,866</u>	<u>511,685</u>	<u>428,818</u>

Income from charitable activities was £511,685 (2022 - £428,818) of which £192,819 (2022 - £126,000) was attributable to restricted and £318,866 (2022 - £302,818) was attributable to unrestricted funds.

Incoming resources above and total resources expended in note 6 include both restricted and unrestricted income and expenditure. Incoming and outgoing resources for restricted funds in note 17 only includes restricted income and expenditure.

Other income includes income from commissions, training courses, publications and sale of software licenses.

3 GRANTS

	2023 Total	2022 Total
	£	£
Receivable in the year		
The City Bridge Trust	51,175	-
Legal Education Foundation	50,004	75,000
Trust for London	28,000	25,996
HM Revenues & Customs	24,996	25,004
Greater London Authority (GLA)	38,644	-
	<u>192,819</u>	<u>126,000</u>

Purpose of grants:

Legal Education Foundation - Toward Rightsnet Support.

Trust for London - Towards the salary and associated costs of a rightsnet editor

HMRC - Towards the Revenue Benefits website

Greater London Authority (GLA) – Cost of Living Digital Tool – guided pathway in advicelocal

City Bridge Trust – to increase engagement with rightsnet, providing services to address challenges faced by disadvantaged communities across London.

4 INVESTMENTS

	Unrestricted funds	Restricted funds	2023 Total	2022 Total
	£	£	£	£
Interest - deposits	1,923	-	1,923	60
	<u>1,923</u>	<u>-</u>	<u>1,923</u>	<u>60</u>

Income from investments for the current and prior year was all unrestricted.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2023

5 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Staff Costs £	Activities undertaken directly £	Support costs £	2023 Total £	2022 Total £
Technology Services	7,064	1,955	3,593	12,612	25,805
Social Welfare Law	249,542	32,791	126,889	409,222	339,167
	256,606	34,746	130,482	421,834	364,972

Charitable expenditure for the year was £421,824 (2022 - £364,972) of which £172,706 (2022 - £129,776) were attributable to restricted funds and £249,128 (2022 - £235,196) were attributable to unrestricted funds.

6 SUPPORT COSTS

	Raising Funds £	Technology Services £	Social Welfare Law £	Total 2023 £	Total 2022 £
Staff Costs	16,538	2,580	91,139	110,258	90,232
Governance	1,114	174	6,139	7,427	6,179
Finance	2,580	403	14,220	17,203	17,100
Information technology	1,107	173	6,104	7,384	10,119
Depreciation	15	2	81	98	453
Office costs (incl. rental)	394	62	2,174	2,630	2,834
Pension contributions	1,185	185	6,531	7,901	7,481
Human Resources	90	14	496	600	-
Other costs	1	-	5	6	356
	23,024	3,593	126,889	153,507	134,754

Support costs are allocated to the project or activity on the basis of staff time involved in the project or activity.

7 GOVERNANCE OF THE CHARITY

	2023 £	2022 £
Independent examination	3,200	3,200
Insurance	2,280	2,248
Other costs	1,947	731
	7,427	6,179

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

8 NET INCOMING/(OUTGOING) RESOURCES

	2023	2022
	£	£
Depreciation of chargeable fixed assets		
owned by the company	98	453
Independent Examiner's Remuneration		
independent examination services	3,200	3,200

9 TRUSTEES' AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees neither received or waived any remuneration during the year (**2022**: £nil).

The total amount of employee benefits received by key management personnel is £223,301 (**2022**: £213,508). The Trustees consider themselves, the CEO and the Heads of Social Welfare Law and Fundraising and Monitoring to comprise of the key management personnel.

No trustees received reimbursed travel expense during the year (**2022**: £nil).

10 STAFF COSTS

	2023	2022
	£	£
Staff costs were as follows:		
Wages and salaries	318,582	281,969
Social security costs	30,687	27,581
Pension costs	25,495	23,522
	<u>374,764</u>	<u>333,072</u>

The average number of staff during the year was 7.42 (**2022**: 7).

Two employees received emoluments in the band £60,000 to £70,000 per annum (**2022** - one).

11 TAXATION

The company is a charity within the meaning of Paragraph 1, Schedule 6 of the Finance Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

12 TANGIBLE ASSETS

	IT Hardware	Total
	£	£
Cost:		
As at 1 April 2022	7,182	7,182
Disposals	4,721	4,721
As at 31 March 2023	<u>11,903</u>	<u>11,903</u>
Accumulated Depreciation		
As at 1 April 2022	7,182	7,182
Disposals	-	-
Charge for the year	98	98
As at 31 March 2023	<u>7,280</u>	<u>7,280</u>
Net book value		
As at 1 April 2022	<u>-</u>	<u>-</u>
As at 31 March 2023	<u><u>4,623</u></u>	<u><u>4,623</u></u>

13 DEBTORS

	As at 31 March 2023	As at 31 March 2022
	£	£
Trade debtors	107,291	107,348
Prepayments and Accrued income	11,637	5,250
Other debtors	67	-
	<u>118,995</u>	<u>112,598</u>

14 CREDITORS

	As at 31 March 2023	As at 31 March 2022
	£	£
Trade Creditors	5,032	8,255
Accrued expenditure	11,835	8,311
VAT payable	11,545	16,461
Social security and other taxes	9,285	8,324
Deferred income	127,224	134,305
	<u>164,921</u>	<u>175,656</u>

DEFERRED INCOME

	2023	2022
	£	£
As at 1 April 2022	134,305	77,299
Less amount released to incoming resources	(134,305)	(77,299)
Plus amount deferred in the year:		
Grants	-	13,500

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2023

Contracts, subscriptions and training income	127,224	120,805
	127,224	134,305

15 STATEMENT OF FUNDS

Current Year	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General fund	220,203.00	320,789.00	(272,152.00)	20,113.00	288,953.00
Total Unrestricted Funds	220,203.00	320,789.00	(272,152.00)	20,113.00	288,953.00
Restricted Funds					
Technology Services	-	-	(633.00)	633.00	-
				(20,746.00)	
Social Welfare Law	-	192,819.00	(172,073.00)		-
				(20,113.00)	
Total Restricted Funds	-	192,819.00	(172,706.00)		-
Total Funds	220,203.00	513,608.00	(444,858.00)	-	288,953.00

Restricted funds

Technology Services

Greater London Authority (advice local).

Social welfare law

Undertakes specific projects and activities which receive restrictive funding: Legal Education Foundation, Trust for London, City Bridge Trust (rightsnet) and HMRC (revenue benefits).

Funds are received for activities within the welfare rights service, rightsnet, advice local, revenue benefits website and web tools.

Unrestricted funds

There were no designated funds at the year-end (2022 £nil)

Free unrestricted funds at 31 March 2023 are £288,953.

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Current Year	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	4,623	-	4,623
Current assets	449,251	-	449,251
Current liabilities	(164,921)	-	(164,921)
	288,953	-	288,953

17 CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

At the end of the year, there were no other capital commitments, contingent liabilities, or other financial commitments for which full provision has not been made in these financial statements.

Lasa Charity UK Ltd
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

18 FINANCIAL INSTRUMENTS

At the balance sheet date, the Charity held the following:

	2023	2022
	£	£
Financial Assets		
Cash at bank and in hand	330,256	283,261
Trade debtors	107,291	107,348
Accrued income	11,637	5,250
	449,184	395,859
	2023	2022
	£	£
Financial Liabilities		
Trade Creditors	5,032	8,255
Accrued expenditure	11,835	8,311
	16,867	16,566

Financial Assets

Financial assets that are debt instruments measured at amortised cost comprise the following items:

19 RELATED PARTY TRANSACTIONS

No related party transactions took place during the year.

LASA CHARITY UK LIMITED

England & Wales - Charity number 800140

Accounts

Lasa Charity UK Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

**For the Year Ended
31 March 2022**

Company Number 01794098

Charity Number 800140

Lasa Charity UK Ltd

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Lasa Charity UK Ltd

Reference and administrative details of the charity

Board of Trustees	Jennifer Bernard Annette Figueiredo Andrew Flett Paul Lowenberg Mohammad Marashi Samantha Mauger Gary Vaux
Chair	Jennifer Bernard
Vice Chair	Annette Figueiredo
Treasurer	Andrew Flett
Secretary	Terence Stokes
Chief Executive	Terence Stokes
Company Number	01794098
Charity Number	800140
Registered Office	4 th Floor 18, St. Cross Street London EC1N 8UN
Independent Examiners	Haines Watts Swindon Old Station House Station Approach Newport Street Swindon SN1 3DU
Bankers	National Westminster Bank plc 130 Whitechapel High Street London E1 7PS

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2022

The Board of Trustees present the Annual Report (and Directors' Report as required by company law) and the financial statements of Lasa Charity UK Limited for the year ended 31st March 2022.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in January 2015 and the Financial Reporting Standard (FRS 102 effective 1st January 2015). Lasa's trustees have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities.

Principal activities

The objectives of the charity are:

To relieve poverty by promoting the provision of high-quality independent advice for all and in particular:

- a) to promote the development, improvement, and co-ordination of legal and advice services and to encourage co-operation between agencies providing such services.
- b) to promote and assist in the introduction of information technology in charitable agencies.
- c) to carry out, commission and publish studies and research into the provision of legal advice and voluntary services and to develop policy responses to this research.

Lasa's mission and aims

Lasa provides strategic and innovative services to support the provision of expert independent advice for all.

Lasa aims to see good advice available to all who need it and works to secure this by:

- Providing high quality support services to legal advice and information providers
- Promoting access to advice
- Promoting and developing new approaches to the use of technology in voluntary and community organisations
- Being a source of good practice and innovation.

Background

Lasa was established in 1984 to provide specialist support to advice and information providers. These services include advice, information and support around technology and social welfare law. Lasa also actively seeks to promote the role of technology and advice services with policy makers, central and regional government bodies and funders.

Lasa is an independent organisation providing services to a wide range of other organisations including front line advice providers, advice networks, national and regional organisations with an advice and information function, local community groups, public-sector organisations such as housing associations, private sector organisations including private practice solicitors, barristers' chambers, local authorities and government departments, including HMRC, the Tribunal Service and the DWP.

Lasa's work provides public benefit by improving the quality of advice and practical assistance provided by these organisations, in most cases free at the point of delivery to members of the public. In addition, we continue to champion the importance of technology in supporting the work of front-line advice agencies, enabling these organisations to provide improved or more cost-effective services to the public.

Lasa's services are delivered through websites, software and consultancy and are accessed by organisations across the UK.

Overview of the work of Lasa in 2021-22

Throughout a challenging year for the sector, and the entire country, as the Covid-19 pandemic continued to impact all aspects of life and affect the delivery of advice. Our work continued to ensure our services offered the support the sector and the communities they serve needed.

Our response was to continue our **social welfare law update page**, reviewed and updated daily; maintain our online forums to facilitate **discussion and casework support** related to the pandemic including 'The Social' helping us all through another year with less work-focused discussions but the space to catch up with like-minded members of the rightsnet/access to justice community isolated from colleagues whilst working from home.

Throughout the pandemic we gave **open access** to our coronavirus-related news and case law stories in order that they could be accessed without paying for a rightsnet subscription, at the end of the year we made the decision to do the same for content to help those affected by the invasion of Ukraine.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2022

Becoming a virtual organisation ahead of the beginning of the first lockdown the previous year again stood us in good stead to continue business as usual. Morale within the staff team remained high with everyone very much taking things in their stride and delivering information and support as new legislation burgeoned in social welfare law, particularly in employment and social security.

The funding environment changes in response to the pandemic also continued to have a significant impact on the advice sector and all aspects of our work. The priorities for Foundations and Trusts continued for much of the year to be an emergency response to ensure that charities were enabled to continue their vital support services

We were also able to access funding to continue to support the delivery of social welfare law services; rightsnet, advicelocal and our suite of web tools across the UK with core funding from Trust for London and the Legal Education Foundation.

During the year subscriptions and revenue from job ads on rightsnet did better than the previous deficit year as our resources became even more vital to support the legal and advice sector through a time of unprecedented change and pressure.

We continued to be active in influencing policy, for example through our work on rightsnet and through our close working relationship with, amongst others, the Law Centres Network, Advice Services Alliance and AdviceUK. In addition, we were represented on the executive committee of the National Association of Welfare Rights Advisers and are active participants in the Department for Work & Pensions' Stakeholder Forum.

Lasa also continued to contribute to the campaign around access to justice and the monitoring of the effects of changes to Legal Aid and Social Security Law, in particular Universal Credit, through the facilitation of the rightsnet online discussion forums and through our contact with the Legal Aid Practitioners Group, LawWorks, Advocate, Legal Action Group and the All Party Parliamentary Committee's on Legal Aid and Universal Credit.

In a difficult climate with huge pressures on funding we have been able to maintain some of our funding streams and generate income to continue the delivery of our vital support services. This has been made possible not only by the fantastic work of the staff team but also by the continued commitment of the Board to the delivery of free or low-cost support to a cash strapped sector. During the year 2020-21 Lasa employed an average of 8 staff and continued to work with associates and in partnership to consolidate the delivery of our core services.

Our ability to respond throughout the year was helped by being a dispersed and virtual organisation, service continuity was unaffected, and we ensured our free resources advicelocal and webtools, in particular, <https://universalcreditinfo.net/> contained all the latest guidance, legislation and caselaw that emerged as government responded throughout the pandemic.

Social welfare law support services

Lasa's social welfare law support services provide advice and information across 5 areas of social welfare law – welfare rights; debt; housing; employment and community care to advice organisations across the UK. Each year we deliver support to tens of thousands of advisers working with some of the most disadvantaged and marginalised communities.

The government's welfare reform agenda, legal aid reform, and local authority and other funding cuts continued to have a significant impact on frontline advice organisations, as well as the dramatic impact of the ongoing Covid-19 crisis. However, whilst the advice sector is changing as a result, Lasa's social welfare law services remain vital to the future response to the crisis and its long-term impact. Our resources are more important than ever as we, hopefully, enter a phase of recovery that will also bring increased indebtedness, housing issues and demand on an under resourced legal and advice sector.

With advice organisations' facing increased pressures, there continues to be a high level of demand for our range of social welfare law support services, with thousands of advice organisations across the UK subscribing to our rightsnet website, accessing peer-to-peer support through our discussion forums, accessing training through our national listing of courses and through job postings on rightsnet.

Lasa provides support to frontline advice and information providers who work with some of the most marginalised communities, including families living in poverty, people with disabilities, those with health problems or mental health issues, and BME communities. We work across the spectrum of advice-giving organisations, including frontline voluntary and community sector organisations; local authorities; social care organisations; housing associations; law centres and pro bono clinics, enabling them to deliver effective, high-quality services.

Rightsnet

Established in 1998, www.rightsnet.org.uk provides a daily update service across the social welfare law areas – welfare rights; debt; housing; employment and community care – delivering news and case law updates to thousands of frontline advisers, policy makers and staff of government departments across the UK.

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Annual Report for the year ended 31 March 2022

In the last year the rightsnet team published user-friendly summaries of all the latest statutory instruments, DWP and HMRC guidance, consultation, and policy documents - all brought together and summarised within 24 hours of their issue - in addition to case law from the Upper Tribunal and the higher courts including the Court of Appeal, Supreme Court and European Courts.

Users of the service include frontline voluntary and community sector organisations across the UK, including every Citizens Advice; all law centres; AdviceUK members; local authorities; private practice solicitors; barrister chambers; the Tribunals Service; and the DWP.

Peer support and professional development

During the year we continued to provide online support for voluntary and community sector advisers across the UK to assist in their delivery of advice and guidance on social welfare law. We provided casework support, through our rightsnet discussion forums, to frontline advisers at a time when many advice organisations are finding it more and more difficult to find specialist services to refer their clients to.

Through our online forums advisers from across the UK can share their experience and expertise, supporting each other in finding answers to their case work queries for the benefit of their clients. In the last year advisers made over 10,000 contributions to the forums, which were viewed by others more than 3 million times. In this way the service achieves a reach and scale that would not be possible through more traditional means of delivery.

Our peer support work helps to demonstrate the key role that technology can play in helping third sector organisations remain effective and efficient deliverers of services. Harnessing the potential of online technologies to deliver advice support and information, broadening reach, and reducing costs.

This forms a vitally important part of our support offers to the sector designed to meet advice providers' needs which were increasingly valuable as working practices changed because of Covid-19.

'I just wanted to say thank you to everyone at Rightsnet for this as I try to catch up on Saturday morning, from home of course! We will all be using Rightsnet more than ever (if that were possible). Thanks for all the support you're providing in these different/new ways. It really helps. Ta very much (that just doesn't cover it, but you know it is meant)'.

"Has greatly helped my knowledge and understanding of welfare benefits in supplement with our resources. Can easily deal with difficult client cases and assist colleagues or complete quick checks (and cross referencing this with authoritative sources) to deal with client issues as a direct result of the discussions and case law listed here. Really helpful in my development as an adviser since starting 2-3 years in the sector."

Welfare benefits training

Rightsnet provides a free listing service for all the major social welfare law training providers giving access to affordable and accessible welfare rights training events for a range of organisations - including local and national charities, disability groups, local authorities, housing associations and legal firms.

Daily updates

Available from our rightsnet website our daily email update - read by thousands of advisers across the UK - contains information designed to help advisers keep up to date with the latest social welfare law developments; sector job vacancies and volunteering opportunities; and training.

Revenuebenefits

In partnership with the Low Incomes Tax Reform Group and funded by HMRC, we also continued to deliver www.revenuebenefits.org.uk, which provides access to the latest information on HMRC products. The site is referred to by DWP guidance as a source of expert and accurate information and received more than 2.5 million users last year. Revenuebenefits has won a Technological Innovation prize at the *LexisNexis Taxation Awards*.

Advicelocal

Launched in December 2017 **advicelocal** is our local guide to help with benefits, work, money, housing problems, and more. Users can find tailored information for their area, including details of independent advice organisations who can help with the advice and support they need, as well as national resources from organisations such as Citizens Advice, Shelter, Advicenow and AgeUK. In 2017 it was a finalist in the 'Access to Justice through IT' category at the Legal Aid Lawyer of the Year awards.

The service provides locally-tailored information and support across seven areas of social welfare law: welfare benefits and tax credits; council tax, including exemptions and discounts; debt and money advice; housing and homelessness; employment and work issues; disability and social care; and asylum and immigration. In addition, a 'Find an adviser' feature provides users with access to a free directory of local advice providers across the UK.

Web tools

We also deliver a series of **web tools** on universal credit, personal independence payments, and the work capability assessment.

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In response to feedback from frontline advisers, we developed a series of web tools, to support caseworkers and assist citizens' access to justice in relation to social welfare law issues.

Our web tools are:

- <https://advice.local.uk/> designed to help people seek early advice and find details of support available locally. It also includes information about their rights and entitlements, and independent advice organisations in their area who can help them get the assistance they need.
- <https://pipinfo.net/> and <https://wcainfo.net/> designed to support advisers in dealing with questions relating to personal independence payment and the work capability assessment, helping them to make new claims, and to support clients to challenge decisions, as well as keeping abreast of all new case law impacting on the two benefits.
- <https://universalcreditinfo.net/> originally developed to track the roll-out of UC and then becoming a myth buster to help with common misconceptions and misunderstandings, the web tool has now become a repository of all the legislation and caselaw pertaining to Universal Credit.

Our webtools are a low cost means of delivering vital information to end users and we are planning to develop more of them in partnership with others to meet identified information and advice needs.

User Feedback on our services

'By far the fastest ... most user friendly way to keep right up-to-date' ... 'Essential to the job, I can't imagine being without it' ... 'Transforms welfare rights advice, it's absolutely brilliant' ... 'Seems to get better each week'

'Just wanted to say that amongst all the bleakness around Coronavirus, your various initiatives/resources are really welcome'.

'Rightsnet keeps on pushing the boundaries of excellence to ever new levels! Hi rightsnet: Don't know when you changed your twitter profile, but it's a glorious statement in these difficult times'

'Just when you thought rightsnet couldn't be any more brilliant, they've only gone and done this. Such a great initiative and if you haven't already seen how great rightsnet is you're about to find out! First Class!'

'We are loving that new tag line rightsnet. Self-care for advisers at present is hugely important. Great to see rightsnet creating The Social and resorting to poetry. Exactly what's needed'.

'We're now pointing people here ... rightsnet.org.uk for those in search of social welfare answers. This is going to be an important website during these problematic times'.

*'In brief, I think **rightsnet** is the most wonderful tool ever, I would be lost without it. It is invaluable.' 'It's impossible to overstate the difference rightsnet has made to my work and how it has impacted on my clients. Suffice to say without having access to rightsnet, I probably wouldn't be in paid or unpaid advice work. rightsnet is the University of Welfare Rights.'*

'rightsnet has not only helped improve the knowledge, quality and expansion of the area of my work, it has assisted me with providing third tier advice work, training and update information in order to help support and guide other advisers to help their clients. rightsnet has been a valuable source of reference for me, especially when I am unable to get access other materials needed in order to do my job adequately.'

'In brief, I think rightsnet is the most wonderful tool ever, I would be lost without it. It is invaluable.'

'rightsnet is THE essential tool to keep up to date and to use as reference source, with links to legislation etc. I ensure that all my staff see relevant news items, on a daily basis.'

'rightsnet is an invaluable source of current and easily accessible information and source material for welfare rights advice and a useful sounding board for working through areas of uncertainty, particularly for those of us working on our own and having no other possibility of discussion on complex topics.'

'rightsnet is the first place I look for details of new regulations, caselaw etc. as it is so quickly updated it means I can spend more time advising other CAB workers on how to help their clients. The discussion forum is also helpful to identify new points to argue if a client has been refused benefit and is useful for the sharing of tips and tactics which clients ultimately benefit from.'

'rightsnet is by far the best place to get up to date information. It is also the best for information sharing. Good welfare rights advice often has knock on effects in other areas (e.g. in managing debt, or providing the support needed for someone to improve their lot by studying or training). Engaging in 'debates' on the forums has improved my confidence and my ability to research material. I take on cases of increasing difficulty and the outcomes are often very positive. I have saved people from eviction, and clients'

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improved financial situation has led to improvements in their health. For some, the process of having someone stand up for them either with authorities such as the DWP or at Tribunal has resulted in a change in attitude with all sorts of knock on effects. I would not be nearly so good at what I do if it had not been for rightsnet.'

'Without rightsnet I could not provide the current level of help and support to my team and to our clients. It gives us the confidence that our advice is correct and up to date. It allows us to anticipate changes in law so that we can act in a timely manner to ultimately maximise benefit entitlement. rightsnet is an invaluable tool in appeal work or indeed dealing with the complexities of law. Having use of rightsnet means we do not have to turn clients away ... It is hard to estimate the financial gains for our clients but it is a fact that without rightsnet our success rate would be lower and some enquiries could not be dealt with. ... I have used the site to help develop me professionally as well as other welfare rights workers. I highly recommend the website and its use in the provision of high quality welfare rights advice.'

'People receive better benefits advice through services such as rightsnet' (The Cabinet Office).

'As far as online services are concerned, there is little to beat rightsnet. This site contains a wealth of resources for people working in the welfare benefits field.' (Sweet & Maxwell, publishers of the Social Security Law Volumes).

'One site I love is rightsnet. This site brings together all the people in the UK who give people advice on their welfare entitlements. It's a place where you can find the latest news, share a new leaflet you have developed, download a resource developed by someone else, or seek the advice of your peers on an issue you are uncertain about. rightsnet creates a huge amount of value for citizens by linking up people with similar interests and aims, irrespective of what organisation they belong to.' (CISCO Systems).

'Sites like rightsnet ... provide ways for people to get access to information and informal advice online which would be very hard to get any other way' (Former Work and Pensions Minister).

'You provide a very comprehensive signposting service to individuals wanting to look at the social care on offer across a range of organisations in their postcode area.' - ME Association.

'I used this resource (advice local) for the first time today and found a route to assisting a client regarding legal aid assistance. Very useful, saved me a lot of time making numerous calls. A very positive start. Good to see my own organisation featured too.'
- Croydon Mencap.

'The local authority and national resources results work really well, as does the map. We have also tested the site on a mobile and it looks great.' - Carers Trust.

"Simply the best PIP resource on the net" - Local Authority Welfare Rights Service

"This is very helpful. Why can't DWP make benefits this simple?" - BBC journalist

"What a fabulous concept" - MP caseworker

"This is an excellent resource. Well done to all those involved": - Citizens Advice Middlesbrough

"Fantastic resource" - Citizens Advice Dorchester

"Another fantastic and invaluable resource" - Reading Community Welfare Rights Unit

"Wow, what a fantastic resource, thanks to all at rightsnet for this" - Age UK

"I would like to let you know how useful ... students have found the pipinfo website to be ... a massively valuable resource" - Staffordshire University

"Just as you think rightsnet can't get more superb! It just rolls on and gets even.....sorry run out of superlatives! Just keep on innovating!"

"I depend on rightsnet so much, to keep me up to date with so many issues, resources, caselaw etc. The discussion forum is invaluable and a great source of information. "

"Couldn't imagine trying to provide advice without the rightsnet forums."

'@advice local your website looks fantastic! So useful, easy to navigate and with lots of potential to grow! Alone in London.'

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'Many thanks for this – a great resource.' Eaves Alice Project, Lifeskills

'Thank you for letting me know about your online service. It is extremely helpful to have information of this sort in the current economic climate. I will find out how we can put links to your website through our community pages. Yasmin Brett Cllr Cabinet Member for Communities.'

'We recently formed a network of local advice agencies so that we could bring together local providers to look at ways of improving services. We identified a lack of awareness among clients and professionals of the range and remit of available services so we planned to develop an online directory. However, once we heard about plans for advicelocal, and got to see the system in operation, we decided it ticked all the boxes. We therefore didn't see the need to develop a directory specifically for our borough. The range of features and search functionality is far beyond what we would have been able to achieve and the site is already proving to be a valuable resource.' Greenwich Community Advice Network (GCAN)

a2jtech

During the year Lasa continued to develop a sector resource to share good practice in the use of tech to benefit advice delivery and access to justice. We delivered an online platform in 2020 to spotlight what organisations in the sector are doing, and what's working and have maintained it as a free resource ever since.

AIMS contact management database

Lasa's innovative technology-based systems include our AIMS enquiry and case-recording system (www.rightsnet.org.uk/aims), an easy-to-use, affordable contact management database.

Our Advice & Information Management System (AIMS) is now in its 18th year and continues to meet the needs of a wide range of advice organisations.

AIMS enables advice services to accurately record and report on all the issues, work and outcomes relating to their client services. It is an essential tool in the effective management of advice organisations and client casework. We delivered training courses for users over the last year, as well as providing individual agencies with in-house consultancy visits. The support service provided assistance on report design, classification issues and technical matters.

The free version and demonstration version of the database are available for download from www.rightsnet.org.uk/aims

"It's a great system, easy to use, helps with the case work, and has really useful reports. It has halved the time I spent collating information for management reports". Newcastle City Council Welfare Rights Service

"We think AIMS is great and we were keen to make even more use of it as an organisation. So we engaged AIMS' consultancy services to help us bring a new service on board, so we could all share the one database. We had a great experience and Phil really listened to what we were trying to do, understood our work and helped us set up some practical, easy ways for both projects to use AIMS. Everyone is happily using AIMS and all our work is covered." Royal British Legion

In response to user feedback we continue to develop AIMS to best meet the needs of users and to ensure that it supports them in their vital delivery of front-line services. Together with our IT partner Blue Planet we are now able to deploy AIMS as a cloud service.

Policy Development

During the year we continued the delivery of advice policy news on our rightsnet website and maintained close links with key partner organisations including AdviceUK, AgeUK, Youth Access, Citizens Advice, Child Poverty Action Group, Advice Services Alliance, and the Law Centres Network. We also continued, with the Equalities and Human Rights Commission, a dedicated forum on rightsnet to enable the Commission to engage the advice-giving community in helping them to explore emerging areas of concern in social welfare law with regards to equalities and human rights.

Our rightsnet discussion forums also have an important social policy function, allowing advisers to share their experiences and highlight issues that are having a real impact on people's lives and continues to be used as a substantial evidence base. The contributions to the various rightsnet forums are used to prepare representations in the courts, and in parliamentary committees, to challenge illegal and unjust practices and legislation.

Examples of the importance of this resource over the years includes the fact that information published to rightsnet and discussed in the forums resulted in –

- Over 50,000 social housing tenants who had been erroneously subjected to the 'bedroom tax' as a result of a DWP error being entitled to more than £3m in arrears;
- Providing the evidential base that over 180,000 employment and support allowance claimants had their benefit entitlement wrongly assessed and were entitled to over £970m arrears over the period from 2011 to 2018;

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Annual Report for the year ended 31 March 2022

- The government needing to remove hundreds of pages from gov.uk as a result of it accepting that it had mistakenly listed 'inappropriate' advice on its universalcredit jobsearchwebsite.

We continue to seek acknowledgement of, and support to lever this cross sector collaboration and restate our commitment to working in partnership with other social justice organisations to maintain this unique resource.

Future plans

During the Covid-19 pandemic there has been some short-term funding, but no long-term investment into our sector - already beset by public spending cuts and austerity since 2010. There have been very limited amounts of funding coming into the sector as part of the Covid-19 spending compared to the support provided to commercial companies. This impacted as we saw the withdrawal of support to furloughed workers and protections with regard to housing tenancies, as well as a reversal of the £20 Universal Credit uplift creating a need for advice and support that the sector has not been financially equipped to respond to.

We continue to take steps to maximise our unrestricted income from our services and also continue to acknowledge the vital support of grant income to enable us to continue with our low cost or free resources to support the work of the sector. We will continue to monitor changes to welfare benefits and developments around new technology that may provide opportunities for us to develop new services to meet the needs of the sector. Indeed, Lasa has a history of developing innovative ideas for new projects and programmes. The Covid-19 crisis, followed by war in Ukraine, fuel cost rises and cost of living increases means there will be no diminution in the sector's need for the support and information services we provide.

We will continue to engage with government on its plans for reform and to make the case for the essential value of advice support services.

Financial review

Lasa had net incoming resources on unrestricted funds, a surplus of £43,693 for the year. Lasa now has an accumulated surplus of £220,203 (2021 £176,510) on unrestricted funds.

During the course of the year although we were successful in securing some grant funding and generating earned income, we faced a challenging year with regards to both sources of support for our work.

There were no balances on restricted funds to be carried forward as at 31st March 2022 (2021 £nil).

Principal funding sources

Lasa generates income from the services provided to front line advice organisations and from government organisations. These services are enhanced by the receipt of grants. Grants for the year, amounting to 29% (2021: 41%) of the total income, were received from HMRC, Trust for London, and the Legal Education Foundation.

Pay Policy

Lasa seeks to ensure that staff are paid a salary that is commensurate with their role, and in keeping with equivalent roles in similar charities. Within Lasa staff fulfilling equivalent roles are paid the same salary. Lasa is a living wage employer with all staff paid with reference to the London Living wage. Lasa reviews all salaries as part of the annual budget planning process to ensure that they have kept in line with the above principles, and so far as the budget will allow seek to make appropriate increases where that is required. A recommendation for any increases is made by the CEO to the Board of Trustees who then decides if that is both appropriate and affordable, and their decision is then implemented.

Key management personnel

Together with the Board of Trustees the key management personnel are the CEO and the Heads of Social Welfare Law and Fundraising and Monitoring. Total expenditure on these roles including travel loans is £213,508.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available together with grants received in advance in a special interest-bearing account with our normal bankers.

Reserves Policy

The Board of Trustees has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby free reserves used for core Lasa projects and not committed or invested in tangible fixed assets held by the charity should be at least three month's budgeted expenditure (agreed by Trustees in 2016 that this is increased over the next 5 years to six months). This gives a target of £219k. The free reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in core funding.

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The present level of unrestricted funds available to the charity is £220,203. The amount of free reserves as at 31st March 2022 is £220,203.

Risk assessment

The Board of Trustees has agreed a risk management strategy, to highlight some of the key risks, which comprises:

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate against risks identified; and
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

Although many factors are considered the key risks that are actively managed are reductions in earned income and grant funding as well as the potential impact of the loss of key personnel.

Structure and governance

Lasa Charity UK Ltd is a company limited by guarantee governed by its memorandum and articles of association, last amended on 26th September 2006. It is registered at Companies House under the number 01794098. The Charity Commissioners have registered the company as a charity under the number 800140.

Governance issues

Lasa is governed by a Board of Trustees who met four times during the reporting period. The Board ensures that there is an appropriate strategic plan for the organisation and that this is carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive Terence Stokes.

During the year Jennifer Bernard was Chair of the Board, the Vice Chair was Annette Figueiredo and the Treasurer was Andrew Flett.

A process is in place for new trustees to be provided with a detailed induction pack that includes relevant policies and procedures, insurance and contracts that the Board are party to together with a copy of the Memorandum and Articles of Association and other key documents. There is an annual away day for the Board and any new trustees are given a full induction (in several sessions) with the Chair and CEO of Lasa as well as opportunities to meet relevant staff and contribute expertise at all levels of the organisation.

The Board continued its procedure for declaring and recording conflicts of interest. Regular risk analyses were carried out covering both financial and other risk areas for Lasa. Policies and procedures continue to be reviewed and updated as appropriate.

Disclosure of Related Party

None of the trustees received remuneration or other benefits from their work with Lasa.

Board of Trustees

The members of the Board perform the role of directors in company law and are the trustees in charity law. Those who served during the year were:

- Jennifer Bernard Chair
- Annette Figueiredo Vice-Chair
- Andrew Flett Treasurer
- Paul Lowenberg
- Mohammad Marashi
- Samantha Mauger
- Gary Vaux

Membership of the Board of Trustees is open to:

- a) not more than sixteen persons nominated by the members of the Company to serve on the Board by virtue of their direct experience of advice work or their skills, experience, or other such qualification: and
- b) not more than 2 people co-opted by the Board of Trustees.

Each Board Member has one vote, and the Chair has a second casting vote.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2022

Statement of the Board of Trustees responsibilities

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements, the Board of 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.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue its activities.

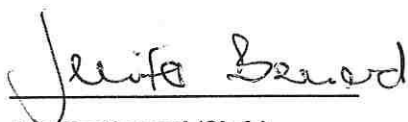
The Board of Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are also responsible for ensuring that the assets are properly applied in accordance with charity law.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet the Board of Trustees have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

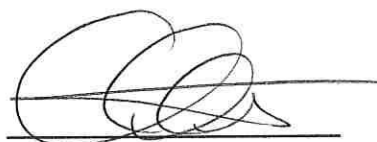
So far as the Board of Trustees are aware at the time the report is approved:

- there is no relevant financial information of which the company's examiners are unaware, and
- the Board of Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant financial information and to establish that the examiners are aware of that information.

This report was approved by the Board of Trustees on the 28th June 2022 and signed on behalf of the Board of Trustees by:



Jennifer Bernard (Chair)



Andrew Flett (Treasurer)

Lasa Charity UK Ltd

Independent Examiners report for the year ended 31 March 2022

Independent Examiner's Report to the Trustees of LASA Charity UK Limited

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 13 to 23.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

S Plumb ACA

S Plumb ACA
ICAEW
Haines Watts
Old Station House
Station Approach
Newport Street
Swindon
SN1 3DU

Date 23 Sept 2022

Lasa Charity UK Ltd

Statement of financial activities (incorporating Income and Expenditure account) for the year ended 31 March 2022

		Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	Notes	£	£	£	£
Income and endowments from:					
Charitable activities	2	302,818	126,000	428,818	443,654
Investments	4	60	-	60	124
Total income		302,878	126,000	428,878	443,778
Expenditure on:					
Raising funds		20,213	-	20,213	11,873
Charitable activities	5	235,196	129,776	364,972	374,121
Total expenditure		255,409	129,776	385,185	385,994
Net income/(expenditure)		47,469	(3,776)	43,693	57,784
Transfer between funds		(3,776)	3,776	-	-
Net movement of funds		43,693	-	43,693	57,784
Reconciliation of funds					
Total funds brought forward	15	176,510	-	176,510	118,726
Total funds carried forward		220,203	-	220,203	176,510

The notes on pages 16-23 form part of these financial statement

Lasa Charity UK Ltd

Balance sheet at 31 March 2022

	Notes	2022 £	2021 £
Fixed Assets			
Tangible assets	12	-	810
Current Assets			
Debtors	13	112,598	67,130
Cash at bank and in hand		283,261	253,828
		395,859	320,958
Creditors: Amounts falling due within one year			
Current Liabilities	14	(175,656)	(145,258)
Net Current Assets		220,203	175,700
Total Assets less current liabilities		220,203	176,510
Net Assets		220,203	176,510
Funds			
Unrestricted Funds	15	220,203	176,510
Restricted Funds	15	-	-
Total Funds		220,203	176,510

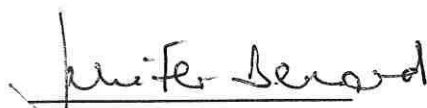
The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 relating to small companies.

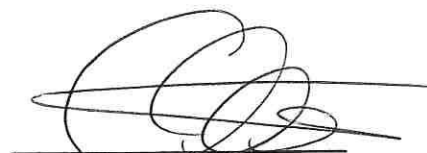
Directors' responsibilities:

- (1) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- (2) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Board of Trustees on the 28th June 2022 and signed on its behalf by:


Jennifer Bernard (Chair)


Andrew Flett (Treasurer)

The notes on pages 16-23 form part of these financial statements.

Lasa Charity UK Ltd

Statement of cash flows for the year ended 31 March 2022

	2022 £	2021 £
Cash flow from operating activities	29,373	40,768
Net cash flow from operating activities	29,373	40,768
Cash flow from investing activities		
Payments to acquire tangible fixed assets	-	-
Interest received	60	124
Net cash flow from investing activities	60	124
Net increase / (decrease) in cash and cash equivalents	29,433	40,892
Cash equivalents at 31 March 2021	253,828	212,936
Cash equivalents at 31 March 2022	283,261	253,828

Cash and cash equivalents consists of:

Cash at bank and in hand	283,261	253,828
Cash equivalents at 31 March 2022	283,261	253,828

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2,022 £	2,021 £
Net expenditure for the year	43,693	57,784
Interest receivable	(60)	(124)
Depreciation and impairment of tangible fixed assets	453	461
Decrease in debtors	(45,468)	(39,904)
Decrease in creditors	30,398	22,551
Loss on disposal of asset	357	-
Net cash flow from operating activities	29,373	40,768

The notes on pages 16-23 form part of these financial statements.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Watson House, 54 Baker Street, London, W1U 7BU.

1. ACCOUNTING POLICIES

A summary of the principal accounting policies, all of which have been applied consistently throughout the year and with the preceding year, is set out below.

1.1 Basis of preparation of financial statements

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The presentational currency is sterling rounded to the nearest pound.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 1 January 2015 – (Charities SORP FRS102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006.

The charity constitutes a public benefit entity.

1.2 Going Concern

There are no material uncertainties about the charity's ability to continue as a going concern.

1.3 Income recognition

Voluntary income comprises donations. This income is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contracts for the provision of services and grant funding which is subject to specific performance conditions. Income from the provision of services is recognised as earned as the related services are provided and is stated after discounts and net of VAT. Grant income included in this category is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. It is only deferred when:

- The donor or grantor specifies that the donation or grant is to be used in future accounting periods, or
- The donor or grantor has imposed conditions which must be met before the charity has unconditional entitlement to its receipt.

Deferred income includes training fees and subscription income received in advance of the training taking place or the subscription being used.

Grants received for services and activities which are not completed at the year-end are included in income at the full amount and the unused portion is carried forward in net incoming resources at the end of the year.

1.4 Expenditure recognition

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied.

- Charitable activities include expenditure associated with specialised advice, training and ICT support services and include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and examination of the statutory accounts, the costs of trustees' meetings, the cost of any legal advice to trustees on governance or constitutional matters, and the cost of staff on these matters.

Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

1.5 Tangible fixed assets and depreciation

Tangible fixed assets with a value of £1,500 or more are capitalised at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Office equipment	-	20% to 33%	Straight line
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1.6 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred on a straight-line basis.

1.7 Foreign currencies

Transactions in foreign currencies are translated into sterling at the rate ruling on the date of the transaction. Exchange differences are taken into account in arriving at the operating surplus.

1.8 Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in note 15.

1.9 Employee benefits

When employees have rendered service to the company, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service. Termination benefits, including redundancy costs, are recognised when the company has an obligation to pay the benefits and they can be measured reliably.

1.10 Pensions

The company has a defined contribution pension scheme. The company contributes 8% of gross salary to the scheme. The charge to the Statement of Financial Activities represents the amounts payable to the funds during the year.

1.11 Cash at bank and in hand

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.

1.12 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.13 Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. See Note 18 for further details.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

2 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants	Other Income	2022 Total	2021 Total
	£	£	£	£
Technology Services	-	37,930	37,930	54,200
Social Welfare Law	126,000	264,888	390,888	389,454
	126,000	302,818	428,818	443,654

Income from charitable activities was £428,818 (2021 - £443,654) of which £126,000 (2021 - £167,630) was attributable to restricted and £302,818 (2021 - £276,024) was attributable to unrestricted funds.

Incoming resources above and total resources expended in note 6 include both restricted and unrestricted income and expenditure. Incoming and outgoing resources for restricted funds in note 17 only includes restricted income and expenditure.

Other income includes income from commissions, training courses, publications and sale of software licenses.

3 GRANTS

	2022 Total	2021 Total
	£	£
Receivable in the year		
Esmee Fairbairn Foundation	-	15,000
The City Bridge Trust	-	15,000
Legal Education Foundation	75,000	60,130
Trust for London	25,996	15,000
The Baring Foundation	-	30,000
HM Revenues & Customs	25,004	25,000
The Access to Justice Foundation	-	22,500
	126,000	182,630

Purpose of grants:

Legal Education Foundation - Towards rightsnet support.

Trust for London - Towards the salary and associated costs of a rightsnet editor.

HMRC - Towards the Revenue Benefits website.

4 INVESTMENTS

	2022 Total	2021 Total
	£	£
Interest - deposits	60	124
	60	124

Income from investments for the current and prior year was all unrestricted.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

5 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Staff Costs	Activities undertaken directly	Support costs	2022 Total	2021 Total
	£	£	£	£	£
Technology Services	12,054	7,886	5,865	25,805	41,892
Social Welfare Law	223,305	7,188	108,674	339,167	332,229
	235,359	15,074	114,539	364,972	374,121

Charitable expenditure for the year was £364,972 (2021 - £374,121) of which £129,766 (2021 - £173,367) were attributable to restricted funds and £235,196 (2021 - £200,754) were attributable to unrestricted funds.

6 SUPPORT COSTS

	Raising Funds	Technology Services	Social Welfare Law	Total 2022	Total 2021
	£	£	£	£	£
Staff Costs	13,535	3,928	72,769	90,232	60,044
Governance	927	268	4,983	6,179	6,352
Finance	2,565	744	13,791	17,100	(273)
Information technology	1,518	441	8,160	10,119	5,752
Depreciation	68	20	365	453	461
Office costs (incl. rental)	425	123	2,286	2,834	2,700
Pension contributions	1,122	326	6,033	7,481	4,110
Other costs	53	15	287	356	-
	20,213	5,865	108,674	134,754	79,146

Support costs are allocated to the project or activity on the basis of staff time involved in the project or activity.

7 GOVERNANCE OF THE CHARITY

	Total 2022	Total 2021
	£	£
Independent examination	3,200	3,200
Insurance	2,248	2,289
Other costs	731	863
	6,179	6,352

8 NET INCOMING/(OUTGOING) RESOURCES

	2022	2021
	£	£
Depreciation of chargeable fixed assets		
owned by the company	453	461
Independent Examiner's Remuneration		
independent examination services	3,200	3,200
Operating lease rentals		
land and buildings	-	964

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

9 TRUSTEES' AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees neither received or waived any remuneration during the year (2021: £nil).

The total amount of employee benefits received by key management personnel is £213,508 (2021: £199,561). The Trustees consider themselves, the CEO and the Heads of Social Welfare Law and Fundraising and Monitoring to comprise of the key management personnel.

No trustees received reimbursed travel expense during the year (2021: £nil).

10 STAFF COSTS

	2022	2021
	£	£
Staff costs were as follows:		
Wages and salaries	281,969	284,417
Social security costs	27,581	24,867
Pension costs	23,522	21,653
	<u>333,072</u>	<u>330,937</u>

The average number of staff during the year was 7.42 (2021: 7).

One employee received emoluments in the band £60,000 to £70,000 per annum (2021 - one).

11 TAXATION

The company is a charity within the meaning of Paragraph 1, Schedule 6 of the Finance Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

12 TANGIBLE ASSETS

	IT Hardware £	Total £
As at 1 April 2021	8,607	8,607
Disposals	(1,425)	(1,425)
As at 31 March 2022	<u>7,182</u>	<u>7,182</u>
Accumulated Depreciation		
As at 1 April 2021	7,797	7,797
Disposals	(1,068)	(1,068)
Charge for the year	453	453
As at 31 March 2022	<u>7,182</u>	<u>7,182</u>
Net book value		
As at 1 April 2021	<u>810</u>	<u>810</u>
As at 31 March 2022	<u>-</u>	<u>-</u>

Lasa Charity UK Ltd
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

13 DEBTORS

	As at 31 March 2022	As at 31 March 2021
	£	£
Trade debtors	107,348	57,883
Prepayments and accrued income	5,250	9,505
Other debtors	-	(258)
	<u>112,598</u>	<u>67,130</u>

14 CREDITORS

	As at 31 March 2022	As at 31 March 2021
	£	£
Trade Creditors	8,255	22,745
Accrued expenditure	8,311	22,615
VAT payable	16,461	14,859
Social security and other taxes	8,324	7,740
Deferred income	134,305	77,299
	<u>175,656</u>	<u>145,258</u>

DEFERRED INCOME

	2022	2021
	£	£
<i>As at 1 April 2021</i>	77,299	56,975
Less amount released to incoming resources	(77,299)	(56,975)
<i>Plus amount deferred in the year:</i>		
Grants	13,500	-
Contracts, subscriptions and training income	120,805	77,299
	<u>134,305</u>	<u>77,299</u>

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2022

15 STATEMENT OF FUNDS

Current Year	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
General fund	176,510.00	302,878.00	(255,409.00)	(3,776.00)	220,203.00
Designated fund	-	-	-	-	-
Total Unrestricted Funds	176,510.00	302,878.00	(255,409.00)	(3,776.00)	220,203.00
<i>Restricted Funds</i>					
Technology Services	-	-	(578.00)	578.00	-
Social Welfare Law	-	126,000.00	(129,198.00)	3,198.00	-
Total Restricted Funds	-	126,000.00	(129,776.00)	3,776.00	-
Total Funds	176,510.00	428,878.00	(385,185.00)	-	220,203.00

Restricted funds

Social welfare law

Undertakes specific projects and activities which receive restrictive funding, including Legal Education Foundation, Trust for London and HMRC.

Funds are received for activities within the welfare rights service, rightsnet, advicelocal, revenue benefits website and web tools.

Unrestricted funds

There were no designated funds at the year-end (2021 £nil)

Free unrestricted funds at 31 March 2022 are £220,203.

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Current Year	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Fund balances at 31 March 2022 are represented by:			
Tangible fixed assets	-	-	-
Current assets	395,859	-	395,859
Current liabilities	(175,656)	-	(175,656)
	220,203	-	220,203

17 CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

At the end of the year there were no other capital commitments, contingent liabilities or other financial commitments for which full provision has not been made in these financial statements

18 FINANCIAL INSTRUMENTS

At the balance sheet date, the Charity held the following:

Lasa Charity UK Ltd
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

	2022	2021
	£	£
Financial Assets		
Cash at bank and in hand	283,261	253,828
Trade debtors	107,348	57,883
Accrued income	5,250	9,505
	<u>395,859</u>	<u>321,216</u>
	2022	2021
	£	£
Financial Liabilities		
Trade Creditors	8,255	22,745
Accrued expenditure	8,311	22,615
	<u>16,566</u>	<u>45,360</u>

Financial Assets

Financial assets that are debt instruments measured at amortised cost comprise the following items:

19 RELATED PARTY TRANSACTIONS

No related party transactions took place during the year

LASA CHARITY UK LIMITED

England & Wales - Charity number 800140

Accounts

Lasa Charity UK Ltd

ANNUAL REPORT AND FINANCIAL STATEMENTS

**For the Year Ended
31 March 2021**

Company Number 01794098

Charity Number 800140

Lasa Charity UK Ltd

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Lasa Charity UK Ltd

Reference and administrative details of the charity

Board of Trustees	Jennifer Bernard Annette Figueiredo Andrew Flett Paul Lowenberg Mohammad Marashi Samantha Mauger Gary Vaux
Chair	Jennifer Bernard
Vice Chair	Annette Figueiredo
Treasurer	Andrew Flett
Secretary	Terence Stokes
Chief Executive	Terence Stokes
Company Number	01794098
Charity Number	800140
Registered Office	Watson House 54 Baker Street London W1U 7BU
Independent Examiners	Haines Watts Swindon Old Station House Station Approach Newport Street Swindon SN1 3DU
Bankers	National Westminster Bank plc 130 Whitechapel High Street London E1 7PS

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2021

The Board of Trustees present the Annual Report (and Directors' Report as required by company law) and the financial statements of Lasa Charity UK Limited for the year ended 31st March 2021.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in January 2015 and the Financial Reporting Standard (FRS 102 effective 1st January 2015). Lasa's trustees have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Charity Commission when reviewing our aims and objectives and in planning our future activities.

Principal activities

The objectives of the charity are:

To relieve poverty by promoting the provision of high-quality independent advice for all and in particular:

-

- a) to promote the development, improvement, and co-ordination of legal and advice services and to encourage co-operation between agencies providing such services.
- b) to promote and assist in the introduction of information technology in charitable agencies.
- c) to carry out, commission and publish studies and research into the provision of legal advice and voluntary services and to develop policy responses to this research.

Lasa's mission and aims

Lasa provides strategic and innovative services to support the provision of expert independent advice for all.

Lasa aims to see good advice available to all who need it and works to secure this by:

- Providing high quality support services to legal advice and information providers
- Promoting access to advice
- Promoting and developing new approaches to the use of technology in voluntary and community organisations
- Being a source of good practice and innovation.

Background

Lasa was established in 1984 to provide specialist support to advice and information providers. These services include advice, information, training and support around technology and social welfare law. Lasa also actively seeks to promote the role of technology and advice services with policy makers, central and regional government bodies and funders.

Lasa is an independent organisation providing services to a wide range of other organisations including front line advice providers, advice networks, national and regional organisations with an advice and information function, local community groups, public-sector organisations such as housing associations, private sector organisations including private practice solicitors, barristers' chambers, local authorities and government departments, including HMRC, the Tribunal Service and the DWP.

Lasa Charity UK Ltd

Annual Report for the year ended 31 March 2021

Lasa's work provides public benefit by improving the quality of advice and practical assistance provided by these organisations, in most cases free at the point of delivery to members of the public. In addition, we continue to champion the importance of technology in supporting the work of front-line advice agencies, enabling these organisations to provide improved or more cost-effective services to the public.

Based in London, Lasa's services are delivered through websites, software, training, and consultancy and are accessed by organisations across the UK.

Overview of the work of Lasa in 2020-21

Throughout a challenging year for the sector, and the entire country, as a result of the Covid-19 pandemic much of our work was in response to the challenges the crisis brought, and to ensure our services offered the support the sector and the communities they serve needed.

Our response <https://www.rightsnet.org.uk/rightsnet-response-to-covid-19> was to create a new **social welfare law update page**, reviewed and updated daily; launch 4 new online forums to facilitate **discussion and casework support** related to the outbreak; **open up access** to our coronavirus-related news stories in order that they might now also be accessed without a rightsnet subscription; launch a new forum, 'The Social', to play a part in helping us all to steer a course through the year and provide more of a social, less work-focused space to catch up with like-minded members of the rightsnet/access to justice community increasingly isolated from colleagues whilst working from home.

As a result during the year we:

- published over 1,000 open access news and caselaw stories.
- had almost 2,000 new accounts register with us.
- saw the 4 new Covid-19 discussion forums viewed almost a million times during the year.

As the year began with the first Covid-19 lockdown we were fortunate and very well prepared for working from home as we had planned a transition to becoming a virtual organisation ahead of the pandemic. Morale within the staff team remained high with everyone very much taking things in their stride - focused on business as usual – and delivering information and support as new legislation burgeoned in social welfare law, particularly in employment and social security.

The funding environment also changed in response to the pandemic and continued to have a significant impact on the advice sector and all aspects of our work. The priorities for Foundations and Trusts very much shifted to an emergency response – the London Community Response Fund was established by London Funders with contributions from a wide range of Trusts – targeting its resources at assisting vital frontline services to continue to offer services to communities. We were fortunate to receive core funding from City Bridge Trust as part of this initiative.

We were also able to access funding to continue to support the delivery of social welfare law services; rightsnet, advicelocal and our suite of web tools across the UK with core funding from Access to Justice, Baring's, and Esmée Fairbairn Foundations as part of their response to the pandemic.

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The government also responded with support for Law Centres and AdviceUK members to facilitate their staff working from home to continue the delivery of legal and advice services.

During the year subscriptions and revenue from job ads on rightsnet did better than the previous deficit year as our resources became even more vital to support the legal and advice sector through a time of unprecedented change and pressure.

We continued to be active in influencing policy, for example through our work on rightsnet and through our close working relationship with, amongst others, the Law Centres Network, Advice Services Alliance and AdviceUK. In addition, we were represented on the executive committee of the National Association of Welfare Rights Advisers and are active participants in the Department for Work & Pensions' Stakeholder Forum.

Lasa also continued to contribute to the campaign around access to justice and the monitoring of the effects of changes to Legal Aid and Social Security Law, in particular Universal Credit, through the facilitation of the rightsnet online discussion forums and through our contact with the Legal Aid Practitioners Group, LawWorks, Advocate, Legal Action Group and the All Party Parliamentary Committee's on Legal Aid and Universal Credit.

In a difficult climate with huge pressures on funding we have been able to maintain some of our funding streams and generate income to continue the delivery of our vital support services. This has been made possible not only by the fantastic work of the staff team but also by the continued commitment of the Board to the delivery of free or low cost support to a cash strapped sector. During the year 2020-21 Lasa employed an average of 8 staff and continued to work with associates and in partnership to consolidate the delivery of our core services.

Our ability to respond to the crisis was massively helped by being a dispersed and virtual organisation, service continuity was unaffected, and we ensured our free resources [advice local](https://universalcreditinfo.net/) and [webtools](https://universalcreditinfo.net/), in particular, <https://universalcreditinfo.net/> contained all the latest guidance, legislation and caselaw that emerged at a phenomenal rate as government responded to the pandemic.

Social welfare law support services

Lasa's social welfare law support services provide advice and information across 5 areas of social welfare law – welfare rights; debt; housing; employment and community care to advice organisations across the UK. Each year we deliver support to tens of thousands of advisers working with some of the most disadvantaged and marginalised communities.

The government's welfare reform agenda, legal aid reform, and local authority and other funding cuts continued to have a significant impact on frontline advice organisations, as well as the dramatic impact of the Covid-19 crisis. However, whilst the advice sector is changing as a result, Lasa's social welfare law services remain vital to the future response to the crisis and its long-term impact. Our resources will be more important than ever as we, hopefully, enter a phase of recovery that will also bring increased indebtedness, housing issues and demand on an under resourced legal and advice sector.

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With advice organisations' facing increased pressures, there continues to be a high level of demand for our range of social welfare law support services, with thousands of advice organisations across the UK subscribing to our rightsnet website, accessing peer-to-peer support through our discussion forums, accessing training through our national listing of courses and through job postings on rightsnet.

Lasa provides support to frontline advice and information providers who work with some of the most marginalised communities, including families living in poverty, people with disabilities, those with health problems or mental health issues, and BME communities. We work across the spectrum of advice-giving organisations, including frontline voluntary and community sector organisations; local authorities; social care organisations; housing associations; law centres and pro bono clinics, enabling them to deliver effective, high quality services.

Rightsnet

Established in 1998, www.rightsnet.org.uk provides a daily update service across 5 areas of social welfare law – welfare rights; debt; housing; employment and community care – delivering news and case law updates to thousands of frontline advisers, policy makers and staff of government departments across the UK.

In the last year the rightsnet team published user-friendly summaries of all the latest statutory instruments, DWP and HMRC guidance, consultation and policy documents - all brought together and summarised within 24 hours of their issue - in addition to case law from the Upper Tribunal and the higher courts including the Court of Appeal, Supreme Court and European Courts.

Users of the service include frontline voluntary and community sector organisations across the UK, including every Citizens Advice; all law centres; AdviceUK members; local authorities; private practice solicitors; barrister chambers; the Tribunals Service; and the DWP.

Peer support and professional development

During the year we continued to provide online support for voluntary and community sector advisers across the UK to assist in their delivery of advice and guidance on social welfare law. We provided casework support, through our rightsnet discussion forums, to frontline advisers at a time when many advice organisations are finding it more and more difficult to find specialist services to refer their clients to.

Through our online forums advisers from across the UK can share their experience and expertise, supporting each other in finding answers to their case work queries for the benefit of their clients. In the last year advisers made over 10,000 contributions to the forums, which were viewed by others more than 3 million times. In this way the service achieves a reach and scale that would not be possible through more traditional means of delivery.

Our peer support work helps to demonstrate the key role that technology can play in helping third sector organisations remain effective and efficient deliverers of services. Harnessing the potential of online technologies to deliver advice support and information, broadening reach, and reducing costs.

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This forms a vitally important part of our support offer to the sector designed to meet advice providers' needs which will be increasingly valuable as working practices change because of the Covid-19 crisis.

Rightsnet... "Just when you thought rightsnet couldn't be any more brilliant, they've only gone and done this. Such a great initiative and if you haven't already seen how great Rightsnet is you're about to find out!"

"Has greatly helped my knowledge and understanding of welfare benefits in supplement with our resources. Can easily deal with difficult client cases and assist colleagues or complete quick checks (and cross referencing this with authoritative sources) to deal with client issues as a direct result of the discussions and case law listed here. Really helpful in my development as an adviser since starting 2-3 years in the sector."

Welfare benefits training

Rightsnet provides a free listing service for all the major social welfare law training providers giving access to affordable and accessible welfare rights training events for a range of organisations - including local and national charities, disability groups, local authorities, housing associations and legal firms.

Daily updates

Available from our rightsnet website our daily email update - read by thousands of advisers across the UK - contains information designed to help advisers keep up to date with the latest social welfare law developments; sector job vacancies and volunteer opportunities; and training.

Revenuebenefits

In partnership with the Low Incomes Tax Reform Group and funded by HMRC we also continued to deliver www.revenuebenefits.org.uk, which provides access to the latest information on HMRC products. The site is referred to by DWP guidance as a source of expert and accurate information and received more than 2.5 million users last year. Revenuebenefits has won a Technological Innovation prize at the *LexisNexis Taxation Awards*.

Advicelocal

Launched in December 2017 **advicelocal** is our local guide to help with benefits, work, money, housing problems, and more. Users can find tailored information for their area, including details of independent advice organisations who can help with the advice and support they need, as well as national resources from organisations such as Citizens Advice, Shelter, Advicenow and AgeUK. In 2017 it was a finalist in the 'Access to Justice through IT' category at the Legal Aid Lawyer of the Year awards.

Funding from the Esmée Fairbairn Foundation and the Access to Justice Foundation enabled advicelocal to provide locally-tailored information and support across seven areas of social welfare law: welfare benefits and tax credits; council tax, including exemptions and discounts; debt and money advice; housing and homelessness; employment and work issues; disability and social care; and asylum and immigration. In addition, a 'Find an adviser' feature provides users with access to a free directory of local advice providers across the UK.

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Web tools

We also deliver a series of popular **web tools** on universal credit, personal independence payments, and the work capability assessment.

In response to feedback from frontline advisers, we developed a series of web tools, to support caseworkers and assist citizens' access to justice in relation to social welfare law issues.

Our web tools are:

- <https://advice.local.uk/> designed to help people seek early advice and find details of support available locally. It also includes information about their rights and entitlements, and independent advice organisations in their area who can help them get the assistance they need.
- <https://pipinfo.net/> and <https://wcainfo.net/> designed to support advisers in dealing with questions relating to personal independence payment and the work capability assessment, helping them to make new claims, and to support clients to challenge decisions, as well as keeping abreast of all new case law impacting on the two benefits.
- <https://universalcreditinfo.net/> originally developed to track the roll-out of UC and then becoming a myth buster to help with common misconceptions and misunderstandings, the web tool has now become a repository of all the legislation and caselaw pertaining to Universal Credit.

Our webtools are a low cost means of delivering vital information to end users and we are planning to develop more of them in partnership with others to meet identified information and advice needs.

User Feedback on our services

'By far the fastest ... most user friendly way to keep right up-to-date' ... 'Essential to the job, I can't imagine being without it' ... 'Transforms welfare rights advice, it's absolutely brilliant' ... 'Seems to get better each week'

'Just wanted to say that amongst all the bleakness around Coronavirus, your various initiatives/resources are really welcome'.

'I just wanted to say thank you to everyone at Rightsnet for this as I try to catch up on Saturday morning, from home of course! We will all be using Rightsnet more than ever (if that were possible). Thanks for all the support you're providing in these different/new ways. It really helps. Ta very much (that just doesn't cover it, but you know it is meant)'.

'Rightsnet keeps on pushing the boundaries of excellence to ever new levels! Hi rightsnet: Don't know when you changed your twitter profile, but it's a glorious statement in these difficult times'

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'Just when you thought rightsnet couldn't be any more brilliant, they've only gone and done this. Such a great initiative and if you haven't already seen how great rightsnet is you're about to find out! First Class!'

'We are loving that new tag line rightsnet. Self-care for advisers at present is hugely important. Great to see rightsnet creating The Social and resorting to poetry. Exactly what's needed'.

'We're now pointing people here ... rightsnet.org.uk for those in search of social welfare answers. This is going to be an important website during these problematic times'.

*'In brief, I think **rightsnet** is the most wonderful tool ever, I would be lost without it. It is invaluable.' 'It's impossible to overstate the difference rightsnet has made to my work and how it has impacted on my clients. Suffice to say without having access to rightsnet, I probably wouldn't be in paid or unpaid advice work. rightsnet is the University of Welfare Rights.'*

'rightsnet has not only helped improve the knowledge, quality and expansion of the area of my work, it has assisted me with providing third tier advice work, training and update information in order to help support and guide other advisers to help their clients. rightsnet has been a valuable source of reference for me, especially when I am unable to get access other materials needed in order to do my job adequately.'

'In brief, I think rightsnet is the most wonderful tool ever, I would be lost without it. It is invaluable.'

'rightsnet is THE essential tool to keep up to date and to use as reference source, with links to legislation etc. I ensure that all my staff see relevant news items, on a daily basis.'

'rightsnet is an invaluable source of current and easily accessible information and source material for welfare rights advice and a useful sounding board for working through areas of uncertainty, particularly for those of us working on our own and having no other possibility of discussion on complex topics.'

'rightsnet is the first place I look for details of new regulations, caselaw etc. as it is so quickly updated it means I can spend more time advising other CAB workers on how to help their clients. The discussion forum is also helpful to identify new points to argue if a client has been refused benefit and is useful for the sharing of tips and tactics which clients ultimately benefit from.'

'rightsnet is by far the best place to get up to date information. It is also the best for information sharing. Good welfare rights advice often has knock on effects in other areas (e.g. in managing debt, or providing the support needed for someone to improve their lot by studying or training). Engaging in 'debates' on the forums has improved my confidence and my ability to research material. I take on cases of increasing difficulty and the outcomes are often very positive. I have saved people from eviction, and clients' improved financial situation has led to improvements in their health. For some, the process of having someone stand up for them either with authorities such as the DWP or at Tribunal has resulted in a change in attitude with all sorts of knock on effects. I would not be nearly so good at what I do if it had not been for rightsnet.'

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'Without rightsnet I could not provide the current level of help and support to my team and to our clients. It gives us the confidence that our advice is correct and up to date. It allows us to anticipate changes in law so that we can act in a timely manner to ultimately maximise benefit entitlement. rightsnet is an invaluable tool in appeal work or indeed dealing with the complexities of law. Having use of rightsnet means we do not have to turn clients away ... It is hard to estimate the financial gains for our clients but it is a fact that without rightsnet our success rate would be lower and some enquiries could not be dealt with. ... I have used the site to help develop me professionally as well as other welfare rights workers. I highly recommend the website and its use in the provision of high quality welfare rights advice.'

'People receive better benefits advice through services such as rightsnet' (The Cabinet Office).

'As far as online services are concerned, there is little to beat rightsnet. This site contains a wealth of resources for people working in the welfare benefits field.' (Sweet & Maxwell, publishers of the Social Security Law Volumes).

'One site I love is rightsnet. This site brings together all the people in the UK who give people advice on their welfare entitlements. It's a place where you can find the latest news, share a new leaflet you have developed, download a resource developed by someone else, or seek the advice of your peers on an issue you are uncertain about. rightsnet creates a huge amount of value for citizens by linking up people with similar interests and aims, irrespective of what organisation they belong to.' (CISCO Systems).

'Sites like rightsnet ... provide ways for people to get access to information and informal advice online which would be very hard to get any other way' (Former Work and Pensions Minister).

'You provide a very comprehensive signposting service to individuals wanting to look at the social care on offer across a range of organisations in their postcode area.' - ME Association.

'I used this resource (advice.local) for the first time today and found a route to assisting a client regarding legal aid assistance. Very useful, saved me a lot of time making numerous calls. A very positive start. Good to see my own organisation featured too.' - Croydon Mencap.

'The local authority and national resources results work really well, as does the map. We have also tested the site on a mobile and it looks great.' - Carers Trust.

"Simply the best PIP resource on the net" - Local Authority Welfare Rights Service

"This is very helpful. Why can't DWP make benefits this simple?" - BBC journalist

"What a fabulous concept" - MP caseworker

"This is an excellent resource. Well done to all those involved": - Citizens Advice Middlesbrough

"Fantastic resource" - Citizens Advice Dorchester

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"Another fantastic and invaluable resource" - Reading Community Welfare Rights Unit

"Wow, what a fantastic resource, thanks to all at rightsnet for this" - Age UK

"I would like to let you know how useful ... students have found the pipinfo website to be ... a massively valuable resource" - Staffordshire University

"Just as you think rightsnet can't get more superb! It just rolls on and gets even.....sorry run out of superlatives! Just keep on innovating!"

"I depend on rightsnet so much, to keep me up to date with so many issues, resources, caselaw etc. The discussion forum is invaluable and a great source of information. "

"Couldn't imagine trying to provide advice without the rightsnet forums."

'@advicelocal your website looks fantastic! So useful, easy to navigate and with lots of potential to grow! Alone in London.'

'Many thanks for this – a great resource.' Eaves Alice Project, Lifeskills

'Thank you for letting me know about your online service. It is extremely helpful to have information of this sort in the current economic climate. I will find out how we can put links to your website through our community pages. Yasmin Brett Cllr Cabinet Member for Communities.'

'We recently formed a network of local advice agencies so that we could bring together local providers to look at ways of improving services. We identified a lack of awareness among clients and professionals of the range and remit of available services so we planned to develop an online directory. However, once we heard about plans for advicelocal, and got to see the system in operation, we decided it ticked all the boxes. We therefore didn't see the need to develop a directory specifically for our borough. The range of features and search functionality is far beyond what we would have been able to achieve and the site is already proving to be a valuable resource.' Greenwich Community Advice Network (GCAN)

a2jtech

During the year Lasa received funding from the Access to Justice Foundation to develop a sector resource to share good practice in the use of tech to benefit advice delivery and access to justice. We delivered an online platform in 2020 to spotlight what organisations in the sector are doing, and what's working.

AIMS contact management database

Lasa's innovative technology-based systems include our AIMS enquiry and case-recording system (www.rightsnet.org.uk/aims), an easy-to-use, affordable contact management database.

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Our Advice & Information Management System (AIMS) is now in its 17th year and continues to meet the needs of a wide range of advice organisations.

AIMS enables advice services to accurately record and report on all the issues, work and outcomes relating to their client services. It is an essential tool in the effective management of advice organisations and client casework. We delivered training courses for users over the last year, as well as providing individual agencies with in-house consultancy visits. The support service provided assistance on report design, classification issues and technical matters.

The free version and demonstration version of the database are available for download from www.rightsnet.org.uk/aims

"It's a great system, easy to use, helps with the case work, and has really useful reports. It has halved the time I spent collating information for management reports". Newcastle City Council Welfare Rights Service

"We think AIMS is great and we were keen to make even more use of it as an organisation. So we engaged AIMS' consultancy services to help us bring a new service on board, so we could all share the one database. We had a great experience and Phil really listened to what we were trying to do, understood our work and helped us set up some practical, easy ways for both projects to use AIMS. Everyone is happily using AIMS and all our work is covered." Royal British Legion

In response to user feedback we continue to develop AIMS to best meet the needs of users and to ensure that it supports them in their vital delivery of front-line services. Together with our IT partner Blue Planet we are now able to deploy AIMS as a cloud service.

Policy Development

During the year we continued the delivery of advice policy news on our rightsnet website and maintained close links with key partner organisations including AdviceUK, AgeUK, Youth Access, Citizens Advice, Child Poverty Action Group, Advice Services Alliance and the Law Centres Network. We also continued with the Equalities and Human Rights Commission a dedicated forum on rightsnet to enable the Commission to engage the advice-giving community in helping them to explore emerging areas of concern in social welfare law with regards to equalities and human rights.

Our rightsnet discussion forums also have an important social policy function, allowing advisers to share their experiences and highlight issues that are having a real impact on people's lives and continues to be used as a substantial evidence base. The contributions to the various rightsnet forums are used to prepare representations in the courts, and in parliamentary committees, to challenge illegal and unjust practices and legislation.

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Examples of the importance of this resource over the past few years includes the fact that information published to rightsnet and discussed in the forums resulted in –

- Over 50,000 social housing tenants who had been erroneously subjected to the ‘bedroom tax’ as a result of a DWP error being entitled to more than £3m in arrears;
- Providing the evidential base that over 180,000 employment and support allowance claimants had their benefit entitlement wrongly assessed and were entitled to over £970m arrears over the period from 2011 to 2018;
- The government needing to remove hundreds of pages from gov.uk as a result of it accepting that it had mistakenly listed ‘inappropriate’ advice on its universalcredit jobsearchwebsite.

We continue to seek acknowledgement of and support to lever this unique resource in partnership with other social justice organisations.

Future plans

Whilst the effects of the Covid-19 pandemic continue to impact there has been short term relief, but no long-term investment into our sector - already beset by public spending cuts and austerity since 2010. There have been very limited amounts of funding coming into the sector as part of the Covid-19 spending compared to the support to commercial companies. This will impact as we see the withdrawal of support to furloughed workers and protections with regard to housing tenancies create a tsunami of need for advice and support that the sector is not been financially equipped to respond to.

We continue to take steps to maximise our unrestricted income from our services, albeit in an increasingly difficult climate, and recognise the vital support of grant income to enable us to continue with our low cost or free resources to support the work of the sector. We will continue to monitor changes to welfare benefits and developments around new technology that may provide opportunities for us to develop new services to meet the needs of the sector. Indeed, Lasa has a history of developing innovative ideas for new projects and programmes. The current Covid-19 crisis and massive increase in Universal Credit claims, means there will be no diminution in the sector’s need for the support and information services we provide.

We will continue to engage with government on its plans for reform and to make the case for the essential value of advice support services.

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Financial review

Lasa had net incoming resources on unrestricted funds, a surplus of £57,784 for the year. Lasa now has an accumulated surplus of £176,510 (2020 £118,726) on unrestricted funds.

During the course of the year although we were successful in securing some grant funding and generating earned income, we faced a challenging year with regards to both sources of support for our work

There were no balances on restricted funds to be carried forward as at 31st March 2021 (2019 £nil).

Principal funding sources

Lasa generates income from the services provided to front line advice organisations and from government organisations. These services are enhanced by the receipt of grants. Grants for the year, amounting to 41% (2020: 38%) of the total income, were received from Baring Foundation, HMRC, Trust for London, Access to Justice Foundation, Esmée Fairbairn Foundation, City Bridge Trust as part of the London Community Response Fund, and the Legal Education Foundation.

Pay Policy

Lasa seeks to ensure that staff are paid a salary that is commensurate with their role, and in keeping with equivalent roles in similar charities. Within Lasa staff fulfilling equivalent roles are paid the same salary. Lasa is a living wage employer with all staff paid with reference to the London Living wage. Lasa reviews all salaries as part of the annual budget planning process to ensure that they have kept in line with the above principles, and so far as the budget will allow seek to make appropriate increases where that is required. A recommendation for any increases is made by the CEO to the Board of Trustees who then decides if that is both appropriate and affordable, and their decision is then implemented.

Key management personnel

Together with the Board of Trustees the key management personnel are the CEO and the Heads of Social Welfare Law and Fundraising and Monitoring. Total expenditure on these roles including travel loans is £199,561.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available together with grants received in advance in a special interest-bearing account with our normal bankers.

Reserves Policy

The Board of Trustees has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby free reserves used for core Lasa projects and not committed or invested in tangible fixed assets held by the charity should be at least three month's budgeted expenditure (agreed by Trustees in 2016 that this is increased over the next 5 years to six months). This gives a target of £209k. The free reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in core funding.

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The present level of unrestricted funds available to the charity is £176,510. The amount of free reserves as at 31 March 2021 is £175,700.

Risk assessment

The Board of Trustees has agreed a risk management strategy, to highlight some of the key risks, which comprises:

- an annual review of the risks the charity may face
- the establishment of systems and procedures to mitigate against risks identified; and
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

Although many factors are considered the key risks that are actively managed are reductions in earned income and grant funding as well as the potential impact of the loss of key personnel.

Structure and governance

Lasa Charity UK Ltd is a company limited by guarantee governed by its memorandum and articles of association, last amended on 26th September 2006. It is registered at Companies House under the number 01794098. The Charity Commissioners have registered the company as a charity under the number 800140.

Governance issues

Lasa is governed by a Board of Trustees who met four times during the reporting period. The Board ensures that there is an appropriate strategic plan for the organisation and that this is carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive Terence Stokes.

During the year Jennifer Bernard was Chair of the Board, the Vice Chair was Annette Figueiredo and the Treasurer was Andrew Flett.

A process is in place for new trustees to be provided with a detailed induction pack that includes relevant policies and procedures, insurance and contracts that the Board are party to together with a copy of the Memorandum and Articles of Association and other key documents. There is an annual away day for the Board and any new trustees are given a full induction (in several sessions) with the Chair and CEO of Lasa as well as opportunities to meet relevant staff and contribute expertise at all levels of the organisation.

The Board continued its procedure for declaring and recording conflicts of interest. Regular risk analyses were carried out covering both financial and other risk areas for Lasa. Policies and procedures continue to be reviewed and updated as appropriate.

Disclosure of Related Party

None of the trustees received remuneration or other benefits from their work with Lasa.

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Board of Trustees

The members of the Board perform the role of directors in company law and are the trustees in charity law. Those who served during the year were:

- Jennifer Bernard Chair
- Annette Figueiredo Vice-Chair
- Andrew Flett Treasurer
- Paul Lowenberg
- Mohammad Marashi
- Samantha Mauger
- Gary Vaux

Membership of the Board of Trustees is open to:

- a) not more than sixteen persons nominated by the members of the Company to serve on the Board by virtue of their direct experience of advice work or their skills, experience, or other such qualification:
and
- b) not more than 2 people co-opted by the Board of Trustees.

Each Board Member has one vote, and the Chair has a second casting vote.

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Statement of the Board of Trustees responsibilities

Company law requires the Board of Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the company for that period. In preparing those financial statements, the Board of 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.
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue its activities.

The Board of Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are also responsible for ensuring that the assets are properly applied in accordance with charity law.

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet the Board of Trustees have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

So far as the Board of Trustees are aware at the time the report is approved:

- there is no relevant financial information of which the company's examiners are unaware, and
- the Board of Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant financial information and to establish that the examiners are aware of that information.

This report was approved by the Board of Trustees on the 29th June 2021 and signed on behalf of the Board of Trustees by:



Jennifer Bernard (Chair)



Andrew Flett (Treasurer)

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Independent Examiners report for the year ended 31 March 2021

Independent Examiner's Report to the Trustees of LASA Charity UK Limited

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 19 to 29.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

S Plumb ACA

S Plumb ACA
ICAEW
Haines Watts
Old Station House
Station Approach
Newport Street
Swindon
SN1 3DU

Date 4 Aug 2021

Lasa Charity UK Ltd

Statement of financial activities (incorporating Income and Expenditure account) for the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income and endowments from:					
Charitable activities	2	276,024	167,630	443,654	405,437
Investments	4	124	-	124	562
Total income		276,148	167,630	443,778	405,999
Expenditure on:					
Raising funds		11,873	-	11,873	17,875
Charitable activities	5	200,754	173,367	374,121	463,097
Total expenditure		212,627	173,367	385,994	480,972
Net income/(expenditure)		63,521	(5,737)	57,784	(74,973)
Transfer between funds		(5,737)	5,737	-	-
Net movement of funds		57,784	-	57,784	(74,973)
Reconciliation of funds					
Total funds brought forward	15	118,726	-	118,726	193,699
Total funds carried forward		176,510	-	176,510	118,726

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 22-29 form part of these financial statements

Lasa Charity UK Ltd

Balance sheet at 31 March 2021

	Notes	2021 £	2020 £
Fixed Assets			
Tangible assets	12	810	1,271
Current Assets			
Debtors	13	67,130	27,226
Cash at bank and in hand		253,828	212,936
		320,958	240,162
Creditors: Amounts falling due within one year			
Current Liabilities	14	(145,258)	(122,707)
Net Current Assets		175,700	117,455
Total Assets less current liabilities		176,510	118,726
Net Assets		176,510	118,726
Funds			
Unrestricted Funds	15	176,510	118,726
Restricted Funds	15	-	-
Total Funds		176,510	118,726

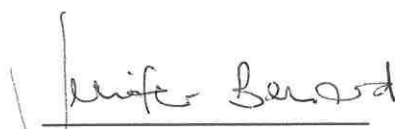
The directors consider that the company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 relating to small companies.

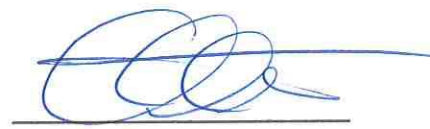
Directors' responsibilities:

- (1) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- (2) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Board of Trustees on the 7 July 2020 and signed on its behalf by:


Jennifer Bernard (Chair)


Andrew Flett (Treasurer)

The notes on pages 22-29 form part of these financial statements.

Lasa Charity UK Ltd

Statement of cash flows for the year ended 31 March 2021

	2021 £	2020 £
Cash flow from operating activities	40,768	(51,162)
Net cash flow from operating activities	40,768	(51,162)
Cash flow from investing activities		
Payments to acquire tangible fixed assets	-	-
Interest received	124	562
Net cash flow from investing activities	124	562
Net increase / (decrease) in cash and cash equivalents	40,892	(50,600)
Cash equivalents at 31 March 2020	212,936	263,536
Cash equivalents at 31 March 2021	253,828	212,936
Cash and cash equivalents consists of:		
Cash at bank and in hand	253,828	212,936
Cash equivalents at 31 March 2021	253,828	212,936

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £	2020 £
Net expenditure for the year	57,784	(74,973)
Interest receivable	(124)	(562)
Depreciation and impairment of tangible fixed assets	461	461
Decrease in debtors	(39,904)	23,676
Decrease in creditors	22,551	236
Net cash flow from operating activities	40,768	(51,162)

The notes on pages 22-29 form part of these financial statements.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Watson House, 54 Baker Street, London, W1U 7BU.

1. ACCOUNTING POLICIES

A summary of the principal accounting policies, all of which have been applied consistently throughout the year and with the preceding year, is set out below.

1.1 Basis of preparation of financial statements

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The presentational currency is sterling rounded to the nearest pound.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 1 January 2015 – (Charities SORP FRS102), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006.

The charity constitutes a public benefit entity.

1.2 Going Concern

The 2020-2021 economic landscape remains uncertain. The Covid-19 viral pandemic is one of the most significant economic events for the UK with unprecedented levels of uncertainty of outcomes. It is therefore difficult to evaluate all of the potential implications on the charity's operations, funding, suppliers and wider economy. The Trustees' view on the impact of Covid-19 is that, given the measures that could be undertaken to mitigate the current adverse conditions and the current resources available, they can continue to adopt the going concern basis in preparing the financial statements.

1.3 Income recognition

Voluntary income comprises donations. This income is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contracts for the provision of services and grant funding which is subject to specific performance conditions. Income from the provision of services is recognised as earned as the related services are provided and is stated after discounts and net of VAT. Grant income included in this category is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. It is only deferred when:

- The donor or grantor specifies that the donation or grant is to be used in future accounting periods, or
- The donor or grantor has imposed conditions which must be met before the charity has unconditional entitlement to its receipt.

Deferred income includes training fees and subscription income received in advance of the training taking place or the subscription being used.

Grants received for services and activities which are not completed at the year-end are included in income at the full amount and the unused portion is carried forward in net incoming resources at the end of the year.

1.4 Expenditure recognition

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied.

- Charitable activities include expenditure associated with specialised advice, training and ICT support services and include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and examination of the statutory accounts, the costs of trustees' meetings, the cost of any legal advice to trustees on governance or constitutional matters, and the cost of staff on these matters.

Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

1.5 Tangible fixed assets and depreciation

Tangible fixed assets with a value of £1,500 or more are capitalised at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Office equipment	-	20% to 33%	Straight line
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1.6 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred on a straight-line basis.

1.7 Foreign currencies

Transactions in foreign currencies are translated into sterling at the rate ruling on the date of the transaction. Exchange differences are taken into account in arriving at the operating surplus.

1.8 Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted income funds. The funds held in each of these categories are disclosed in note 15.

1.9 Employee benefits

When employees have rendered service to the company, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service. Termination benefits, including redundancy costs, are recognised when the company has an obligation to pay the benefits and they can be measured reliably.

1.10 Pensions

The company has a defined contribution pension scheme. The company contributes 8% of gross salary to the scheme. The charge to the Statement of Financial Activities represents the amounts payable to the funds during the year.

1.11 Cash at bank and in hand

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.

1.12 Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

1.13 Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. See Note 18 for further details.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

2 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants £	Other Income £	2021 Total £	2020 Total £
Technology Services	22,630	31,570	54,200	77,385
Social Welfare Law	160,000	229,454	389,454	328,052
	182,630	261,024	443,654	405,437

Income from charitable activities was £ 443,654 (2020 - £405,1437) of which £167,630 (2020 - £157,204) was attributable to restricted and £276,024 (2020 - £248,233) was attributable to unrestricted funds.

Incoming resources above and total resources expended in note 5 include both restricted and unrestricted income and expenditure. Incoming and outgoing resources for restricted funds in note 15 only includes restricted income and expenditure.

Other income includes income from commissions, job adverts and the sale of software licences.

3 GRANTS

	2021 Total £	2020 Total £
Receivable in the year		
Esmee Fairbairn Foundation	15,000	30,000
The City Bridge Trust	15,000	-
Legal Education Foundation	35,130	29,870
Legal Education Foundation	25,000	30,000
Trust for London	15,000	20,004
The Baring Foundation	30,000	5,000
HM Revenues & Customs	25,000	24,996
The Access to Justice Foundation	22,500	7,500
Allen and Overy	-	5,000
	182,630	152,370

Purpose of grants:

Esmée Fairbairn Foundation - To support the rightsnet online platform.

City Bridge Trust – London Community Response Fund - For core rightsnet and advicelocal work across all areas of social welfare law, supporting advisers, extending information and advice provision to communities across London.

Legal Education Foundation - Towards rightsnet support; and futureproofing the reach and scope of Lasa's Social Welfare Law Services.

Trust for London - Towards the salary and associated costs of the Marketing and Business Development Manager.

The Baring Foundation - In support of ongoing rightsnet and advicelocal work to respond to the Covid-19 pandemic and its impact on advice organisations.

HMRC - Towards the Revenue Benefits website.

Access to Justice Foundation -Funding towards the 'a2jtech' project to help build the capacity of the non-profit sector in using technology to deliver advice services for the benefit of people with social welfare law problems; and for the provision of rightsnet.org.uk.

Lasa Charity UK Ltd
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

4 INVESTMENTS

	Unrestricted funds	Restricted funds	2021 Total	2020 Total
	£	£	£	£
Interest - deposits	124	-	124	562
	124	-	124	562

Income from investment was £124 (2020- £562) of which £nil (2020 - £nil) was attributable to restricted and £124 (2020 - £562) was attributable to unrestricted funds.

5 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Direct Staff Costs	Activities undertaken directly	Support costs	Total 2021	Total 2020
	£	£	£	£	£
Technology Services	10,357	29,161	2,374	41,892	54,059
Social Welfare Law	256,498	10,832	64,899	332,229	409,038
	266,855	39,993	67,273	374,121	463,097

Charitable expenditure for the year was £374,121 (2020 - £463,097) of which £173,367 (2020 - £159,138) were attributable to restricted funds and £200,754 (2020 - £303,959) were attributable to unrestricted funds.

6 SUPPORT COSTS

	Raising Funds	Technology Services	Social Welfare Law	Total 2021	Total 2020
	£	£	£	£	£
Staff Costs	9,007	1,801	49,236	60,044	84,560
Governance	953	190	5,209	6,352	24,836
Finance	(41)	(8)	(224)	(273)	20,714
Information technology	863	173	4,716	5,752	8,265
Human resources	-	-	-	-	1,300
Depreciation	69	14	378	461	461
Office costs (incl. rental)	405	81	2,214	2,700	32,349
Pension contributions	617	123	3,370	4,110	6,263
	11,873	2,374	64,899	79,146	178,748

Support costs are allocated to the project or activity on the basis of staff numbers involved in the project or activity.

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

7 GOVERNANCE OF THE CHARITY

	Total 2021	Total 2020
	£	£
Support costs	-	19,108
Independent examination	3,200	3,100
Insurance	2,289	1,862
Other costs	863	766
	<u>6,352</u>	<u>24,836</u>

8 NET INCOMING/(OUTGOING) RESOURCES

	2021	2020
	£	£
Depreciation of chargeable fixed assets		
owned by the company	461	461
Independent Examiner's Remuneration		
independent examination services	3,200	3,100
Operating lease rentals		
land and buildings	964	28,921

9 TRUSTEES' AND KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The trustees neither received nor waived any remuneration during the year (2020: £nil).

The total amount of employee benefits received by key management personnel is £199,561 (2020 - £194,131). The Trustees consider themselves, the CEO and the Heads of Social Welfare Law and Fundraising and Monitoring to comprise the key management personnel.

No trustees received reimbursed travel expenses during the year (2020: £nil).

10 STAFF COSTS

	2021	2020
	£	£
Staff costs were as follows:		
Wages and salaries	284,417	286,240
Social security costs	24,867	27,784
Pension costs	21,653	23,310
	<u>330,937</u>	<u>337,334</u>

The average number of staff during the year was as 7 (2020 – 7.92).

One employee received emoluments in the band £60,000 to £70,000 per annum (2020 – one).

11 TAXATION

The company is a charity within the meaning of Paragraph 1, Schedule 6 of the Finance Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes. No tax charges have arisen in the charity.

Lasa Charity UK Ltd
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

12 TANGIBLE ASSETS

	IT Hardware £	Total £
Cost:		
As at 1 April 2020	8,607.00	8,607.00
Disposals	-	-
As at 31 March 2021	<u>8,607.00</u>	<u>8,607.00</u>
Accumulated Depreciation		
As at 1 April 2020	7,336.00	7,336.00
Disposals		-
Charge for the year	461.00	461.00
As at 31 March 2021	<u>7,797.00</u>	<u>7,797.00</u>
Net book value		
As at 1 April 2020	<u>1,271.00</u>	<u>1,271.00</u>
As at 31 March 2021	<u>810.00</u>	<u>810.00</u>

13 DEBTORS

	As at 31 March 2021 £	As at 31 March 2020 £
Trade debtors	57,883	19,119
Prepayments and Accrued income	9,505	8,107
Other debtors	(258)	-
	<u>67,130</u>	<u>27,226</u>

14 CREDITORS

	As at 31 March 2021 £	As at 31 March 2020 £
Trade Creditors	22,745	8,353
Other creditors	-	(232)
Accrued expenditure	22,615	23,132
VAT payable	14,859	26,608
Social security and other taxes	7,740	7,871
Deferred income	77,299	56,975
	<u>145,258</u>	<u>122,707</u>

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

DEFERRED INCOME

	2021	2020
	£	£
As at 1 April 2020	56,975	56,738
Less amount released to incoming resources	(56,975)	(56,738)
Plus amount deferred in the year:		
Grants	-	7,626
Contracts, subscriptions and training income	77,299	49,349
	<u>77,299</u>	<u>56,975</u>

15 STATEMENT OF FUNDS

Current Year	At 1 April 2020	Income	Expenditure	Transfers	At 31 March 2021
	£	£	£	£	£
General fund	118,726	276,148	(212,627)	(5,737)	176,510
Total Unrestricted Funds	118,726	276,148	(212,627)	(5,737)	176,510
Restricted Funds					
Technology Services	-	22,630	(22,630)	-	-
Social Welfare Law	-	145,000	(150,737)	5,737	-
Total Restricted Funds	-	167,630	(173,367)	5,737	-
Total Funds	118,726	443,778	(385,994)	-	176,510

Restricted funds

Technology services

Undertakes specific projects and activities which receive restrictive funding, including Access to Justice Foundation (a2jtech project), and the Legal Education Foundation ('Future proofing the reach and scope of Lasa's Social Welfare Law Services'). Funds are received for activities within the technology advice project areas, and technology support services to the sector.

Social welfare law

Undertakes specific projects and activities which receive restrictive funding, including: Esmée Fairbairn Foundation, Legal Education Foundation, Trust for London, HMRC, City Bridge Trust – London Community Response Fund and The Baring Foundation.

Funds are received for activities within the welfare rights service, rightsnet, advicelocal, revenue benefits website and the web tools.

Unrestricted funds

There were no designated funds at the year-end (2020 £nil)

Free unrestricted funds at 31 March 2021 are £175,700..

Lasa Charity UK Ltd

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

16 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Current Year	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	810	-	810
Current assets	320,958	-	320,958
Current liabilities	(145,258)	-	(145,258)
	176,510	-	176,510

17 CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

At the end of the year there were no other capital commitments, contingent liabilities or other financial commitments for which full provision has not been made in these financial statements

18 FINANCIAL INSTRUMENTS

At the balance sheet date, the Charity held the following:

Financial Assets

Financial assets that are debt instruments measured at amortised cost comprise the following items:

	2021	2020
	£	£
Financial Assets		
Cash at bank and in hand	253,828	212,936
Trade debtors	57,883	19,119
Accrued income	9,505	8,107
	321,216	240,162
Financial Liabilities		
Trade Creditors	22,745	8,353
Other creditors	-	(232)
Accrued expenditure	22,615	23,132
	45,360	31,253

19 RELATED PARTY TRANSACTIONS

No related party transactions took place during the year.