

Uttlesford Citizens Advice

Annual Accounts and
Unaudited Financial Statements

2019/2020



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UTTLESFORD CITIZENS ADVICE BUREAU

A company limited by guarantee and not having a share capital.

Annual Report and Unaudited Financial Statements 2019/2020

UTTLESFORD CITIZENS ADVICE BUREAU

A company limited by guarantee and not having a share capital.

Report of the Directors and Trustees

The Trustees (who are also the Directors for the purpose of company law) have pleasure in presenting their annual report and unaudited financial statements for the year ended 31st March 2020. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) (effective 1 January 2015).

1. Reference and Administrative details

Charity Name: **Uttlesford Citizens Advice Bureau**
Charity Registration No: **1078222**
Company Registration No: **3771142**
Registered Office: **Barnard's Yard, Saffron Walden. CB11 4EB**
Chief Executive: **Kate Robson**
Company Secretary: **Michelle Strauss**

Bankers: **Barclays Bank PLC**
12a Market Place, Saffron Walden. CB10 1HR

CAF Bank Ltd
25 Kings Hill Avenue, West Malling, Kent. ME19 4JO

Independent Examiner: **Richard Percy FCA**

The current Trustees are:

Richard Armitage *Chair*
Michelle Strauss *Company Secretary*
Malcolm Jessop *Treasurer*
John Starr
Paul Fuller
Mark Benfold
Chloe Fiddy
Lucy Bird
Mary Stenson

Those who additionally served during the financial year, with their dates of appointment, retirement or resignation, were: David Bagley, resigned 22nd September 2020, Sarah Machale, resigned 9th December 2019.

In accordance with the Articles of Association Paul Fuller will retire by rotation at the Annual General Meeting and, being eligible, will seek re-election. Mary Stenson having been co-opted as a Trustee since the end of the financial year, will seek election at the Annual General Meeting.

2. Structure, governance and management information

Governing Document

Uttlesford Citizens Advice Bureau (“the Charity”) is a registered charity and a company limited by guarantee that does not have a share capital. The maximum liability of each member is limited to one pound. As at 31 March 2020 there were 39 members of the Charity. The Charity was incorporated as a company limited by guarantee on 14 May 1999. It took over the assets and liabilities of the similarly named unincorporated charity that had commenced operations from premises in Saffron Walden in 1983. The Charity is governed by its Memorandum and Articles of Association. Revised Articles of Association were adopted on 7 September 2004 and amended on 31 October 2005.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are elected from the local community or appointed following nomination by member organisations. During the period under review there were no nominated Trustees. The Trustees keep under review their skills mix and diversity and endeavour to encourage candidates who can make a useful contribution to the running of the Charity to join them. Trustee Board vacancies are advertised as widely as possible in the local community using the Volunteer Centre, newspapers and local organisations. Potential candidates go through a formal recruitment process to assess their suitability for the role and are provided with induction and support during their first year in office. The Trustees, and in particular the Chair, have kept under review the composition of the Trustee Board with a particular emphasis on succession planning. The Community Engagement Committee, again appointed by the Trustee Board, has the task of raising the profile of the Charity so that, amongst other things, potential recruits to the Trustee Board may be drawn from the widest possible pool of candidates that reflect the area served by the Charity. The Chair, Vice-Chair (if any) and Treasurer are elected annually from amongst the Trustees.

Organisational Structure

The Trustees are responsible for organisational policy making and planning, financial decision making, and the overall operation of the Charity. They delegate to a number of committees powers to assist in the management of the Charity; these committees report fully to the Trustees, and refer to them any matters properly to be decided by the Trustees acting as such. The Community Engagement Committee’s functions include profile raising and the organisation of fundraising activities. This committee and the Personnel Committee meet as and when required. Day-to-day operation of the Charity is delegated to the Chief Executive. During the financial year, the Trustee Board met 9 times. The Board meetings included a full day strategy and planning meeting in October 2019.

3. Objectives and Activities

The objects of the Charity are aligned with the principles and objectives of the National Association of Citizens Advice (“CitA”), of which the Charity is a member. The Charity is also a member of the Essex Citizens Advice Consortium.

The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice and by influencing policymakers. Citizens Advice uses evidence of clients' problems anonymously to campaign for improvements in laws and services that affect everyone. The specific objects of the Charity are set out in its Memorandum of Association and its principal object is the promotion of any charitable purposes for the benefit of the community in the area of Essex, Cambridgeshire, Hertfordshire, and Suffolk by the advancement of education, the protection of health, and the relief of poverty, sickness, and distress. To those ends, the Charity is specifically authorised to establish and conduct Citizens Advice as centres to provide a free confidential and impartial service of advice, information, and counsel for the public and this is its principal activity. Other objects permit the Charity to raise funds, and to undertake activities that support, or are ancillary to, its principal object. The Trustees have complied with their duty to have due regard to the

guidance on public benefit published by the Charity Commission in exercising their powers or duties. The following sections describe the activities of the Charity that have been carried out for the public benefit in the last year.

4. Achievements and Performance

Achievements

- The Charity continued to perform well in Quality of Advice audit – both in terms of delivering a good client journey and in providing good advice. We were also active in supporting the national body with feedback on ways to continue to improve and refine the process.
- We saw the retirement of an experienced and well-regarded debt specialist as an opportunity to review the way that we were managing and delivering Specialist Money Advice support. This resulted in the introduction of a new model of working that included the recruitment of some paid debt administration and the introduction of a new volunteer role to support the mental health and wellbeing of clients receiving specialist support.
- Client feedback, collected independently on behalf of the national body of Citizens Advice remains very positive.
- We undertook a full review of our premises and the needs of our clients going forward. We decided that we would end our tenancy of our own office in Great Dunmow and actively work to deliver a service from within Great Dunmow and Stansted Libraries. An Awards for All grant was secured to support this move and considerable work had been undertaken by the end of the year to progress this decision.
- We recruited 16 new trainees over the course of the year, with one group trained in the for the first time in Stansted Mountfitchet – using the excellent new facilities of the Stansted Exchange.
- In April, we introduced a new Universal Support ‘Help to Claim’ project. Funded by the Department for Work and Pensions and delivered through the national body of Citizens Advice, the project focused on helping people who were struggling to apply and cope with the application process for Universal Credit. We recruited a new member of staff to deliver the project and worked with local Uttlesford District Council officers and Job Centre Plus staff to ensure the success of the project at both a local and national level. The project continued to perform above client targets across the full year and provided valuable support to a large number of Uttlesford residents.
- The Frontline project continued to perform well and volumes of referrals and signposts continue to grow across west Essex.
- We had a busy year with research and campaigns – In July 2019 we met with our local MP to explain the impact our clients experienced due to design flaws in Personal Independence Payments and Universal Credit benefits. We shared our views on the needs for improvements in Building Standards and Building Regulations related to the needs for warm homes and consumer protection. We highlighted and evidenced the barriers many people would face to the new ECC on-line Blue Badge application process. We gave our voice and arguments to support the need for retaining all the Libraries in the district. We continued to highlight our concern about the high cost and lack of public transport.
- We maintained high GPDR and data security standards – which included the upgrade of all our PC’s to Windows 10.
- The end of the year was marked by the covid-19 national shut down. Uttlesford Citizens Advice offices closed on March 18th, 2020 but, with the massive support and resilience of staff and volunteers, and our phone provider, Eastern Voice and Data, we were running an effective voicemail to email service by the following day.

Performance and Service Provision

Continuing problems around the affordability of living in Uttlesford, together with Universal credit and Personal Independence Payment issues, resulted in periods where we struggled to manage demand for our support. We however continued to work hard to balance staff hours within our budget.

The service supported 2,761 unique clients through the year, many using the service more than once to deal with over 9,469 issues. Using government approved impact assessments this equates to £5.58m in value to our clients, by increasing their income, working to get debt written off and providing consumer advice.

In the year, 'Frontline', a project to deliver a multi-agency signpost and referral service to the three districts in west Essex, supported 145 organisations with 2,198 secure referrals (an increase of 58% from the previous year) and 9,341 signposts (a 78% increase from the previous year) to 261 different health and wellbeing services (+153% on year).

The following table sets out the numbers of clients and issues dealt with in last year:

	2019/20	2018/19
Unique client numbers (people using the service one or more times in the year)	2,761	2,537
Issues	9,469	8,840

Until 18th March we offered generalist advice appointments in Saffron Walden on Mondays, Tuesdays, Thursdays and Fridays; in Great Dunmow on Tuesdays and Thursdays; in Stansted one afternoon a week and in Thaxted one afternoon a fortnight. We also support the Multi Agency Centre based at Uttlesford District Council offices on a fortnightly basis. Debt appointments and help with Universal Credit were offered in Saffron Walden on Mondays, Tuesdays and Thursdays, and in Great Dunmow on Wednesdays. Our home visit team continued to provide visits across the district and neighbouring villages.

From 19th March to the end of the year, we provided a voicemail service, where clients were able to call us and leave messages. Staff and volunteers were able to securely listen to client messages from home, access our information systems securely and either call or email clients with advice and help – often on the same day that a message was received. Staff continued to support and train volunteers to ensure that the quality of advice provided was maintained, often working with evolving guidelines and changes in national policy. Post and scanning continued with the support of volunteers visiting our offices to collect mail on a daily basis.

	Client visits, phone calls, emails and letters	Non client phone calls, emails and letters	Total
Totals	12,001	4,662	16,663

Staff and Volunteers

At the end of the year, we employed 13 part-time staff working 6.9 full-time equivalent roles. Paid roles cover the management and delivery of the service, the training and quality assurance of the advice provided, supervision of advice sessions, specialist debt and disability benefit work. 72 volunteers work approximately 425 hours a week for the Charity, which is estimated to be valued at over £378,000. (Figures at March 2020) Volunteers cover the delivery of generalist advice, assisted information provision, home visit work, fundraising, media work, governance, and financial and strategic control for the charity.

Quality of Advice Audit

From April 2017 we have been auditing cases on a monthly basis – with our self-assessment then benchmarked nationally on a quarterly basis and adjusted if necessary. The Audit results are measured in three ways – Quality of Advice, Customer Service and Consistency of Scoring. In the year under review we are pleased to report that we consistently have achieved the best ‘Green’ classification for Quality and Customer Service over the full year. Our Consistency of Scoring against national benchmarking has been classified as ‘Yellow or Amber’ for the period under-review – this means that there have been some small differences of view between the auditor and the local marker. A challenge that we face as a relatively local office is that sample size for audit benchmarking is small and therefore a single point in one case (either higher or lower) results in a swing from green.

Client profile in Uttlesford

We work hard to ensure that we are accessible to all parts of our community. 965 clients agreed to give their ethnic origin, as follows:

Ethnic Origin Grouping	2019/20	2018/19
White	94.0	95.4
Mixed Race	1.5	0.9
Asian or Asian British	1.7	1.8
Black or Black British	1.8	1.1
Other	1.0	0.8
Total	100.0%	100.0%

When asked the question, ‘do you feel you have a disability?’ 44% of the 1,966 clients who responded stated that they did have a disability or long-term health condition. 62% of our clients were female, 38% were male.

Age profile group	2019/20	2018/19
0 – 14	1.0%	0.2%
15 – 24	5.1%	7.2%
25 – 34	15.8%	15.3%
35 – 49	27.5%	28.3%
50 – 64	27.3%	26.6%
65 – 74	12.1%	11.5%
75 – 84	7.1%	7.3%
85+	4.1%	3.5%
Total	100.00%	100.0%

5. Financial Review

Financial Position

Incoming resources in the year were £262,041 (2018/19: £264,250). Of this £73,607 (2018/19: £77,770) related to project restricted activities.

A surplus of £23,435 was made in the year on the General Fund (2018/19: £446 deficit) and a deficit of £27,394 was made on restricted activities (2018/19: £16,012 surplus) before transfers between funds. At 31 March 2020 total reserves were £264,331 (31 March 2019: £268,290) of which £253,509 represented unrestricted funds (31 March 2019: £241,525).

Reserves

It is the policy of the Charity to hold reserves sufficient for the day-to-day needs of the Charity and to cover any known liabilities including an estimate of the possible costs in the event the Charity had to be wound up. The current level of cash reserves less current liabilities would allow the Charity to continue to operate for at least six months if the core funding was withdrawn.

Risk Management

The Trustees review the major risks to which the Charity is exposed and ensure that adequate systems exist to mitigate those risks. A risk assessment policy is used to help manage the risk process. It covers all categories of risks identified and is used throughout the year as a reference point and a formal review of the process is carried out annually. The Trustees also recognise the importance of Information Assurance and adhere to a policy recommended by the national body of Citizens Advice.

6. Statement of Directors' Responsibilities

Company Law and Charity Law require the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit for that period. In preparing those financial statements the directors are required to:

- (a) select suitable accounting policies and then apply them consistently,
- (b) make judgements and estimates that are reasonable and prudent,
- (c) state whether applicable accounting standards have been followed, subject to any material departure disclosed and explained in the financial statements, and
- (d) prepare financial statements on the going concern basis unless it is inappropriate to assume that the Charity will continue on that basis.

The directors are also responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the financial statements comply with the Companies Act 2006.

The directors are responsible for ensuring that the Charity maintains an adequate system of internal control designed to provide reasonable assurance that assets are safeguarded against material loss or unauthorised use and to prevent and detect fraud and other irregularities.

7. Thanks

The Trustees wish to thank all those people and organisations that have supported the Charity throughout the year. The Trustees are grateful to the members of the Charity for their support for fundraising activities, donations, and their efforts to bring the Charity to the notice of the wider community. The support of other individuals and organisations has enabled the Charity to undertake specific projects that have benefited disadvantaged sections of the community.

The Trustees are particularly grateful for the grants and donations to help fund the Charity's core expenditure received from Uttlesford District Council, Saffron Walden Town Council, Essex County Council, South Cambridgeshire District Council, Hastoe Housing Association, Great Dunmow Town Council, and many of Uttlesford's parish councils. We would also like to thank Cheffins via Cambridgeshire Community Foundation for their grant to fund the disability benefit team's work in South Cambridgeshire and DWP and National Citizens Advice for the funding and support we received to deliver the Help to Claim – Universal Credit project.

Lastly the Trustees would also like to thank the unpaid volunteers and the paid staff, without whose contributions the Charity could not function. Their resilience and professionalism continue to inspire the work of the Board.

Approved by the Trustees (Board of Directors) at their meeting on 19th October 2020 and signed on their behalf.



Michelle Strauss

Company Secretary
Uttlesford Citizens Advice Bureau

19th October 2020

Independent examiners' report to the trustees of Uttlesford Citizens Advice Bureau ("the Company")

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2020.

Responsibilities and basis of report

As the charity's 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 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 examiners' statement

Since the Company's gross income exceeded £250,000 in the year ended 31 March 2020 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, 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:

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.



Richard Percy Limited
Chartered Accountants
Sandhills Farm
Wethersfield
Essex CM7 4AG

20 October 2020

UTTLESFORD CITIZENS ADVICE BUREAU

Statement of Financial Activities for the year ending 31 March 2020

	Notes	Unrestricted funds	Restricted funds	Total	Total funds 2019
		£	£	£	£
Income					
Donations and legacies		3,968	-	3,968	4,462
Income from investments		1,046	-	1,046	1,003
Income from charitable activities	3	183,370	73,607	256,977	258,735
Other income		<u>50</u>	<u>-</u>	<u>50</u>	<u>50</u>
Total income		<u>188,434</u>	<u>73,607</u>	<u>262,041</u>	<u>264,250</u>
Expenditure on raising funds		-	-	-	26
Expenditure on charitable activities	4	<u>164,999</u>	<u>101,001</u>	<u>266,000</u>	<u>248,658</u>
Total Expenditure		<u>164,999</u>	<u>101,001</u>	<u>266,000</u>	<u>248,684</u>
Net income/(deficit)		23,435	(27,394)	(3,959)	15,566
Transfers		(11,451)	11,451	-	-
Total funds brought forward		<u>241,525</u>	<u>26,765</u>	<u>268,290</u>	<u>252,724</u>
Total funds carried forward		<u>253,509</u>	<u>10,822</u>	<u>264,331</u>	<u>268,290</u>

UTTLESFORD CITIZENS ADVICE BUREAU

Balance Sheet at 31 March 2020

	Notes	£	2020 £	£	2019 £
Fixed assets					
Tangible assets	6		276,481		280,705
Current assets					
Debtors and prepayments	7	945		472	
Cash at bank and in hand		<u>195,778</u>		<u>170,092</u>	
		196,723		170,564	
Creditors					
Amounts falling due within one year	8	<u>(43,798)</u>		<u>(12,116)</u>	
Net current assets			<u>152,925</u>		<u>158,448</u>
Total assets less current liabilities			429,406		439,153
Creditors – amounts falling due after more than one year	10		<u>(165,075)</u>		<u>(170,863)</u>
Net assets	15		<u>264,331</u>		<u>268,290</u>
Capital funds					
Income funds					
Restricted funds			10,822		26,765
Unrestricted funds			<u>253,509</u>		<u>241,525</u>
			<u>264,331</u>		<u>268,290</u>

The Directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that the members have not required the company to obtain an audit in accordance with section 476 of the Act.

The Directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.



Malcolm G. Jessop FCA
Director
Uttlesford Citizens Advice Bureau

20 October 2020

UTTLESFORD CITIZENS ADVICE BUREAU

Statement of Cash Flows for the year ending 31 March 2020

	Notes	2020	2019
		£	£
Cash used in operating activities	16	31,963	(10,903)
Cash flows from investing activities			
Interest income		1,046	1,003
Purchase of tangible fixed assets		<u>(1,758)</u>	<u>(1,380)</u>
Cash provided by/(used in) investing activities		<u>(712)</u>	<u>(377)</u>
Cash flows from financing activities			
Borrowing/(Repayment of borrowing)		<u>(5,565)</u>	<u>(5,366)</u>
Cash used in financing activities		<u>(5,565)</u>	<u>(5,366)</u>
Increase/(decrease) in cash and cash equivalents in the year		25,686	(16,646)
Cash and cash equivalents at the beginning of the year		<u>170,092</u>	<u>186,738</u>
Total cash and cash equivalents at the end of the year		<u>195,778</u>	<u>170,092</u>

UTTLESFORD CITIZENS ADVICE BUREAU

Notes to the Financial Statement for the year ending 31 March 2020

1. Accounting policies

- a) 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 (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 102)) and the Companies Act 2006.
- b) Donations and legacies are received by way of donations and gifts and are included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.
- c) Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities when they are receivable.
- d) Depreciation is provided to write off the cost of the tangible fixed assets over their estimated useful lives at the following rates:
 - Freehold land – nil
 - Freehold buildings – 2% of cost
 - Equipment – 25% of the reducing balance.
- e) Expenditure is allocated to expense headings on a direct cost basis.
- f) Resources are allocated to Restricted Funds according to the limitations on their use specified by the donors or other providers. Funds received in the direct operation of the Charity are treated as unrestricted income funds. Other resources received without external restriction are designated by the Directors for particular purposes as deemed fit.

2. Company status

The company is limited by guarantee, not having a share capital, and is a registered charity and is not liable to corporation tax.

3. Income from charitable activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
Uttlesford District Council	145,000	5,000	150,000	154,203
South Cambs District Council	5,950	-	5,950	5,950
Saffron Walden Town Council	10,000	-	10,000	12,500
Great Dunmow Town Council	10,000	-	10,000	5,000
Parish Councils	2,556	-	2,556	3,065
Essex County Council	6,864	-	6,864	6,864
ECC (ICCF)	-	15,000	15,000	15,000
CITA	1,000	23,134	24,134	13,904
Hastoe Housing Trust	2,000	-	2,000	2,000
WECCG	-	15,000	15,000	15,000
Essex Community Foundation	-	10,000	10,000	10,000
Sundry grants	-	5,473	5,473	15,249
Total	183,370	73,607	256,977	258,735

4. Expenditure on charitable activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
Amortisation and depreciation	5,982	-	5,982	5,926
Cleaning	2,892	-	2,892	2,628
Equipment rental	1,072	-	1,072	1,065
Grants awarded	-	-	-	1,456
Heat, light and water	4,003	-	4,003	2,766
Information technology	1,210	12,157	13,367	10,718
Insurance	1,444	-	1,444	1,469
Membership fees	3,493	-	3,493	5,173
Miscellaneous expenses	798	-	798	232
Mortgage interest	6,925	-	6,925	7,124
Postage, printing, stationery and office sundries	6,856	-	6,856	7,029
Professional Fees	715	-	715	1,808
Project admin and overheads	(9,889)	24,487	14,598	12,512
Publicity	-	365	365	374
Rent and rates	5,352	-	5,352	5,856
Repairs and renewals	2,975	-	2,975	3,850
Salaries, NI and pensions (Note 5)	123,582	60,537	184,119	166,313
Telephone	4,486	47	4,533	4,121
Training and recruitment	245	-	245	393
Travel expenses	2,858	3,408	6,266	7,845
TOTAL	<u>164,999</u>	<u>101,001</u>	<u>266,000</u>	<u>248,658</u>

5. Staff Costs

	2020 £	2019 £
Salaries	167,573	151,219
Social security costs	6,322	6,584
Pension contributions	<u>10,224</u>	<u>8,510</u>
	<u>184,119</u>	<u>166,313</u>

Average number of staff employed during the year was:

13 12

The above numbers do not include Directors.

There were no employees with remuneration in excess of £60,000. (2019: Nil)

Directors' emoluments

	2020 £	2019 £
The Directors' emoluments were:	Nil	Nil

No Director received any reimbursement for expenses (2019 – Nil) in the year.

6. Tangible fixed assets

	Freehold land £	Freehold Buildings £	Furniture and Equipment £	Total £
<u>Cost:</u>				
At 1 April 2019	75,000	219,806	30,186	324,992
Additions	-	-	1,758	1,758
Disposals	-	-	-	-
At 31 March 2020	<u>75,000</u>	<u>219,806</u>	<u>31,944</u>	<u>326,750</u>
<u>Depreciation:</u>				
At 1 April 2019	-	18,685	25,602	44,287
Charge for the year	-	4,396	1,586	5,982
Disposals	-	-	-	-
At 31 March 2020	-	<u>23,081</u>	<u>27,188</u>	<u>50,269</u>
<u>Net book value:</u>				
At 31 March 2020	<u>75,000</u>	<u>196,725</u>	<u>4,756</u>	<u>276,481</u>
At 31 March 2019	<u>75,000</u>	<u>201,121</u>	<u>4,584</u>	<u>280,705</u>

7. Debtors

	2020 £	2019 £
Due within one year:		
VAT recoverable	172	472
Debtor	<u>773</u>	-
	<u>945</u>	<u>472</u>

8. Creditors

	2020 £	2019 £
Creditors	88	848
PAYE and national insurance contributions	-	2,021
Accrued expenses	13,663	2,809
Grant income received in advance	24,386	1,000
Short term element of mortgage	<u>5,661</u>	<u>5,438</u>
	<u>43,798</u>	<u>12,116</u>

9. Commitments under operating leases

At 31 March the company had aggregate annual commitments under non-cancellable operating leases, as set out below:

	2020 £	2019 £
Operating leases which expire within 5 years	<u>2,329</u>	<u>6,229</u>

10. Creditors – amounts falling due after more than one year

A 25 year mortgage was entered into in December 2014 in order to partially fund the purchase of the freehold premises at Barnards Yard.

	2020	2019
	£	£
Creditors – amounts falling due after more than one year	<u>165,075</u>	<u>170,863</u>
Total mortgage outstanding	<u>165,075</u>	<u>176,301</u>

11. Secured loans

	2020	2019
	£	£
Creditors – amounts falling due after more than 5 years	<u>140,077</u>	<u>146,847</u>
Total secured loans	<u>170,736</u>	<u>176,301</u>

12. Capital commitments

There were no capital commitments at 31 March 2020 (2019 – Nil).

13. Restricted Funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants held on trust to be applied for specific purposes.

	Movement				In funds
	Balance 1 April 2019	Incoming resources	Expenses	Transfers from general	Balance 31 March 2020
	£	£	£	£	£
ICCF Frontline	-	35,067	(41,492)	6,425	-
Benefit Take Up	1,387	11,000	(17,413)	5,026	-
Client Benefits	2,759	4,407	(5,364)	-	1,802
Universal Credit	2,119	23,133	(23,789)	-	1,463
Winter Resilience	<u>20,500</u>	<u>-</u>	<u>(12,943)</u>	<u>-</u>	<u>7,557</u>
	<u>26,765</u>	<u>73,607</u>	<u>(101,001)</u>	<u>11,451</u>	<u>10,822</u>

Purposes of restricted funds:

ICCF Frontline – ICCF stands for Independent Choice and Control Fund and is an IT project to provide a simple, joined up referral system, to enable citizens and professionals to find their way to support appropriate for their needs.

Benefit Take Up – Fund promotes awareness of the benefits available to disabled persons and to assist in claiming.

Client Benefits – Fund to assist Clients with debt problems.

Universal Credit – Helping Clients with claims for this state benefit.

Winter Resilience – Advice and services related to keeping homes warm and residents healthy during the winter.

14. General funds

	Balance 1 April 2019 £	Incoming resources £	Expenses £	Transfers £	Balance 31 March 2020 £
General fund	216,525	188,434	(164,999)	(11,451)	228,509
Designated fund to research the possible development of the loft space and new offices in Great Dunmow and Stansted	<u>25,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>25,000</u>
Total	<u>241,525</u>	<u>188,434</u>	<u>(164,999)</u>	<u>(11,451)</u>	<u>253,509</u>

15. Analysis of net assets

	General funds £	Restricted funds £	Total funds £
Tangible fixed assets	276,481	-	276,481
Current assets	185,901	10,822	196,723
Current liabilities	(43,798)	-	(43,798)
Long term liabilities	<u>(165,075)</u>	<u>-</u>	<u>(165,075)</u>
	<u>253,509</u>	<u>10,822</u>	<u>264,331</u>

16. Reconciliation of net movement in funds to net cash flow from operating activities

	2020 £	2019 £
Net movement in funds	(3,959)	15,566
Add back depreciation charge	5,982	5,926
Deduct interest income shown in investing activities	(1,046)	(1,003)
Decrease/(increase) in debtors	(473)	6
Increase/(decrease) in creditors	<u>31,459</u>	<u>(31,398)</u>
	<u>31,963</u>	<u>(10,903)</u>