

# ANNUAL REVIEW 2021



**Charity Registration No: 1097741**

**Company Registration No: 4380489 (England and Wales)**

**WORLD'S END NEIGHBOURHOOD ADVICE CENTRE**

**TRUSTEES REPORT AND INDEPENDENTLY EXAMINED ACCOUNTS**

**FOR THE YEAR ENDED 2021**

# WORLD'S END NEIGHBOURHOOD ADVICE CENTRE

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## **World's End Neighbourhood Advice Centre**

### **Report of the Trustees for the year ended 31 March 2021**

The trustees are pleased to present their report together with the financial statements of the charity for the year ending 31 March 2021.

#### **Reference and Administrative Details**

Charity number: 1097741

Company number: 4380489

Sole office: 1 -2 World's End Place London SW10 0HE

#### Directors and Trustees:

The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report are referred to collectively as the trustees. The trustees serving during the year and since the year end are as follows:

Chair: Sandra Jones

Elected trustees: Sandra Jones

Charles Barber

June Torrance

## **WORLD'S END NEIGHBOURHOOD ADVICE CENTRE**

### **Structure, Governance and Management**

#### Governing document

World's End Neighbourhood Advice Centre is a company limited by guarantee and not having a share capital. It is governed by its Memorandum of Association and was incorporated under the Companies Act 1985 on 25 February 2002. It is registered as a charity with the Charity Commission.

#### Appointment of Trustees

Elections take place at the Annual General Meeting for the election of the directors who are also the charity trustees. Unless otherwise determined by a General Meeting the number of directors shall not be less than three and not more than nine. No person who is not a member of the company shall be a director. The directors manage the business of the company. The directors appoint the Chairperson and other officers. The directors have the power to co-opt persons with a particular skill to contribute to the company and management committee members.

#### Trustee training

There is an induction process for new trustees to brief them on their legal obligations under charity and company law, the decision making processes and business plan and to meet key employees and other trustees. Appropriate external training is offered to facilitate the undertaking of the role.

#### Organisation

The board of trustees administers the charity and can have up to nine members. The board meets at least four times a year and can appoint sub-committees for particular matters. The trustees appoint an Executive Director to manage the day to day operation of the charity. The Executive Director has delegated authority, within the terms approved by the board, for operational matters including finance, employment and the advice related activity of the Advice Centre.

#### Related parties

The Royal Borough of Kensington and Chelsea provide essential funding for the advice related activities of World's End Neighbourhood Advice Centre. They promote the work of the Advice Centre by advertising our services on their websites and written publicity materials.

## **Objectives and Activities**

The charity's objectives are to promote any charitable purpose for the benefit of the public and, in particular, those living, working or studying in the Royal Borough of Kensington and Chelsea, by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The policies adopted in furtherance of these objectives, the 'activities' are the provision of information and advice services mainly, but not exclusively, in the social welfare law categories of welfare benefits, housing, debt and immigration.

Trustees are mindful of the Charity Commission's guidance on public benefit when we review the charity's aims and objectives and when planning future activities.

## **Achievements, Performance and Public Benefit**

World's End Neighbourhood Advice Centre provides a high quality, responsive, confidential and accessible information and advice service to people who live, work or study in the Royal Borough of Kensington and Chelsea. The service is located in Chelsea Riverside ward and the service is primarily focussed on the local constituents.

The service assists people to maximise their income through the take up of welfare benefits, provides advice on options for housing, disrepair, and ways to maintain existing tenancies; the service provides debt management advice and, through immigration advice by a qualified OISC level 1 practitioner, assists people to obtain permanent residency, citizenship, and family reunion.

The information and advice service is funded by the Royal Borough of Kensington and Chelsea. The service provides information to enable people to manage their affairs. It offers an in depth casework service that includes advocacy, negotiation and representation in the areas of welfare benefits, housing, debt and immigration.

In the year covered by this report 1,206 people accessed the advice service through various methods: drop in advice surgeries, telephone, pre-booked appointments, home visits and email. We also have a website ([www.wenac.org.uk](http://www.wenac.org.uk)) providing information. The main demand for information and advice during the year was in the fields of welfare benefits, housing, debt and immigration. Other areas of initial advice covered include consumer, employment, family, education. Many cases taken on involve multiple areas of advice.

With the Covid-19 pandemic over this last financial year, we have all needed to find different ways of delivering a service. Where possible, we have delivered advice by email and phone; we have used Whatsup and online sessions where people have access and can

manage this. It has been challenging and we have received support from Kensington & Chelsea Foundation, London Legal Support Trust in addition to the Royal Borough of Kensington & Chelsea. This has enabled us to work more effectively from home but also to make our premises as Covid safe as possible.

We set targets with our funders through a Service Level Agreement. However, the targets were set in pre-Covid times. Despite this outcomes for clients were favourable and successful in the majority of the cases undertaken.

In the year 2020/2021 we generated £233,777 (yearly equivalent) income for local residents through identifying benefit entitlement, making charitable applications and debt reduction or write off.

We work in partnership with other local advice providers and voluntary and statutory organisations to enhance the value of our service and to direct service users to the best available source of advice for their particular need.

Several volunteers have contributed their skills in administration, information technology, languages to support the work of the Advice Centre.

#### **Financial Review**

There was a surplus for the year of £32,302.00 and fund balances at 31 March 2021 were £90,278.00.

The trustees have a reserves policy that aims to cover 3 months activities in the event of cessation of funding and a need to wind down the charity.

The principal funder was the Royal Borough of Kensington and Chelsea. Some clients gave small donations.

The trustees have assessed the major risks to which the charity is exposed, namely the reduction of cessation of funding, and they actively look at ways to diversify the funding base.

#### **Plans for the Future**

The primary aim is to maintain the quality of the advice service and to meet the demand for the service. By monitoring the demand led by our client group we hope to continue to be responsive and effective in meeting their needs. By strong partnership working we will contribute to the strengthening of advice services in the Royal Borough.

The trustees extend their thanks and appreciation to our stakeholders, the hard working and dedicated staff team, to our volunteers and to those who place their trust by using and supporting the work of the advice centre. Thanks also to the many local people who regularly express their gratitude, through comments, cards, chocolates and wonderful home

cooked food, and their support, by attendance (this year may be virtual) at our Annual General Meeting.

The local community let us know that the advice centre is a valuable and well regarded asset and we hope to be able to contribute our support through the advice service for as long as this continues to be the case.



**WORLD'S END NEIGHBOURHOOD ADVICE CENTRE TRUSTEES REPORT YEAR END 31  
MARCH 2021**

**Trustees responsibilities in relation to the financial statements**

Company law requires the trustees to prepare financial statements that give a true and fair view of the state of the charity at the end of the financial year and of its surplus or deficit for the financial year. In doing so the trustees are required to:

- **Select suitable accounting policies and then apply them consistently**
- **Make sound judgments and estimates that are reasonable and prudent**
- **Prepare the financial statements on the going concern basis unless it is appropriate to presume that the charity will not continue in business.**

The trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 1985. The trustees are also responsible for safeguarding the assets of the charity and for taking reasonable precautions for the prevention and detection of fraud and other irregularities.

In accordance with company law as the company's directors we certify that:

- So far as we are aware, there is no relevant audit information of which the company's auditors are unaware; and
- As the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued January 2015) and in accordance with the special provisions of Part V11 of the companies Act 1985 relating to small entities.

**Independent examination of the Accounts**

This year the trustees have decided to appoint The Accounting Equation to conduct an independent examination of the accounts as our income falls below the threshold requiring a full audit.

By order of the trustees (approved 2021)



Sandra Jones

Chairperson of World's End Neighbourhood Advice Centre

**WORLD'S END NEIGHBOURHOOD ADVICE CENTRE**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WORLD'S END  
NEIGHBOURHOOD ADVICE CENTRE**

I report on the accounts of World's End Neighbourhood Advice Centre for the year ended 31 March 2021

**Respective responsibilities of trustees and examiner**

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention
- 

**Basis of independent examiner's report**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect:

- the accounting records were not kept in accordance with section 386 of the Companies Act 2006; and
- the accounts did not accord with such records; or
- the accounts did not comply with the relevant accounting requirements of 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 (FRS 102)

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



Laura Parfitt-Marr MAAT  
The Accounting Equation  
Parade Chambers, 10 Parade Street  
Penzance, Cornwall, TR18 4BU

Date: 01.12.2021.....

WORLD'S END NEIGHBOURHOOD ADVICE CENTRE

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income	3					
Donations and legacies	4	330			330	145
Charitable activities		158,459	-		158,459	150,450
Other trading activities		-	-	-	-	-
Investments	5	90	-	-	90	34
Separate material item of income			-	-		-
Other				23,725	23,725	500
<b>Total</b>		<b>158,879</b>		<b>23,725</b>	<b>182,604</b>	<b>151,129</b>
Expenditure	6					
Raising funds		891	-	-	891	891
Charitable activities		138,952	-	10,459	149,411	150,328
Separate material expense item		-	-	-	-	-
Other		-	-	-	-	-
<b>Total</b>		<b>139,843</b>		<b>10,459</b>	<b>150,302</b>	<b>151,219</b>
<b>Net income/(expenditure) before tax for the reporting period</b>		<b>19,036</b>		<b>13,266</b>	<b>32,302</b>	<b>(90)</b>
Tax payable						
<b>Net income/(expenditure) after tax before investment gains/(losses)</b>		<b>19,036</b>		<b>13,266</b>	<b>32,302</b>	<b>(90)</b>
Net gains/(losses on investments)						
<b>Net income/(expenditure) Extraordinary items</b>		<b>19,036</b>		<b>13,266</b>	<b>32,302</b>	<b>(90)</b>
Transfers between funds						
Other recognised gains/ (losses):						
Gains and losses on revaluation of fixed assets for the charity's own use						
Other gains/(losses)						
<b>Net movement in funds</b>		<b>19,036</b>		<b>13,266</b>	<b>32,302</b>	<b>(90)</b>
<b>Reconciliation of funds:</b>						
Total funds brought forward		46,076	10,000	1,900	57,976	58,066
<b>Total funds carried forward:</b>		<b>65,112</b>	<b>10,000</b>	<b>15,166</b>	<b>90,278</b>	<b>57,976</b>

WORLD'S END NEIGHBOURHOOD ADVICE CENTRE

BALANCE SHEET

AS AT 31ST MARCH 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
<b>Fixed Assets</b>						
Tangible Assets	13		-	3,529	3,529	
<b>Total Fixed Assets</b>			-	<b>3,529</b>	<b>3,529</b>	
<b>Current Assets</b>						
Debtors	14	38,365				
Cash at bank and in hand		35,830	10,000	11,637	57,467	61,340
<b>Total Current Assets</b>		<b>74,195</b>	<b>10,000</b>	<b>11,637</b>	<b>57,467</b>	<b>61,340</b>
Creditors: Amounts falling due within one year	15	(9,083)	-	-	(9,083)	(3,364)
<b>Net Current Assets/(Liabilities)</b>		<b>(9,083)</b>	<b>-</b>	<b>-</b>	<b>(9,083)</b>	<b>(3,364)</b>
<b>Total Assets less Current Liabilities</b>		<b>65,112</b>	<b>10,000</b>	<b>15,166</b>	<b>90,278</b>	<b>57,976</b>
Creditors: Amounts falling due after one year						
Provisions for liabilities						
<b>Total Net Assets or Liabilities</b>		<b>65,112</b>	<b>10,000</b>	<b>15,166</b>	<b>53,089</b>	<b>57,976</b>
<b>Funds of the Charity</b>						
Restricted Funds	16	-	-	15,166	15,166	1,900.00
Designated Funds		-	10,000	-	10,000	10,000.00
Unrestricted Funds		65,112	-	-	65,112	46,076
<b>Total Funds</b>		<b>65,112</b>	<b>10,000</b>	<b>15,166</b>	<b>90,278</b>	<b>57,976</b>

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

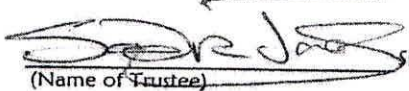
The members have not required the company to obtain an audit in accordance with s476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP

These accounts were approved by the Board on ... 24/11/2021

Signed

  
(Name of Trustee)

Signed

  
(Name of Trustee)

## 1 Accounting Policies

a) Basis of preparation

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 (FRS 102)), and the Companies Act 2006

The charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s)

- b) Reconciliation with previously Generally Accepted Accounting Practice  
In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required. It was concluded that no restatement was necessary.

- c) Preparation of the accounts on a going concern basis  
The financial statement have been prepared on a going concern basis which assumes that the company will continue in operational existence for the foreseeable future.

- d) Income  
Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

- e) Interest receivable  
Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

- f) Fund accounting  
Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted fund of the charity which the trustees have decided at their discretion to set aside for a specific purpose. Restricted funds are those which the donor has specified are to be solely used for particular areas of the charity's work.

- g) Expenditure and irrecoverable VAT  
Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:
- Costs of raising funds
  - Expenditure on charitable activities
  - Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which expenditure was incurred.

- h) **Allocation of support costs**  
Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the work of the charity.
- i) **Tangible fixed assets**  
Individual fixed assets costing £ 400 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:
- |                                |     |
|--------------------------------|-----|
| Fixtures, fittings & equipment | 25% |
|--------------------------------|-----|
- j) **Debtors**  
Trade and other debtor are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.
- k) **Creditors and provisions**  
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

## 2 Legal Status of the Charity

The Charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

## 3 Financial Performance of the charity

The summary financial performance of the charity is:

	2021	2020
Income	181,713	£ 150,238
Expenditure on charitable activities	(149,411)	(150,328)
<b>Net income</b>	<b>32,302</b>	<b>(90)</b>
Total funds brought forward	57,976	58,066
<b>Total funds carried forward</b>	<b>90,278</b>	<b>57,976</b>
Represented by:		
Restricted income funds	11,637	1,900
Designated Income Funds	10,000	10,000
Unrestricted income funds	68,641	46,076
	<b>90,278</b>	<b>57,976</b>

## 4 Income from donations

	2021	2020
Gifts and donations	£ 330	£ 145

The income from gifts and donations was £ 330.00 (2019 £145.00)  
The charity benefits from the involvement and support of its volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts.

## 5 Investment Income

All of the charity's investment income arises from money held in interest bearing accounts

## 6 Analysis of expenditure on charitable activities

	TOTAL £
Salaries & pensions	104,481
Accommodation costs	21,755
Insurance	509
Printing, postage & stationery	6,461
Telephone & fax	5,205
Books & periodicals	2,332
Travel expenses	534
Sundry	19
Consultancy	2,699
Training	401
Depreciation	1,176
Support costs (see Note 7)	2,507
Governance costs (see Note 7)	1,084
<b>Total</b>	<b>149,163</b>

## 7 Analysis of governance and support costs

The charity initially identifies the cost of its support functions. It then identifies those costs which relate to the governance function. Both support and governance costs are then apportioned between the key charitable activities undertaken (See Note 6) in the year. The table below sets out the basis for apportionment and the analysis of support and governance costs

	Support £	Governance £	Total £	Basis of apportionment
Trustee meetings				Invoices
Salaries & related costs	1273	509	1,782	Allocated on time
Payroll bureau	559	-	559	Support
Accountancy	675	575	1,250	Governance
<b>Total</b>	<u>2507</u>	<u>1,084</u>	<u>3,591</u>	

## 8 Net income/(expenditure) for the year

This is stated after charging:

	2021 £	2020 £
Depreciation	1,176	508
Accountancy fees	575	575
	<u>1,751</u>	<u>1,083</u>

**9 Analysis of staff costs, trustee remuneration and expenses and the cost of key management personnel**

	2021	2020
	£	£
Salaries and wages	99,538	96,630
Social security costs	5,564	6,708
Pension costs	2,147	2,104
	<u>107,249</u>	<u>105,442</u>

No employees had employee benefits in excess of £60,000. Pension costs are allocated to activities in proportion to the related staffing costs incurred.

The charity trustees were not paid or received any other benefits from employment with the charity in the year, neither were they reimbursed expenses during the year. No charity trustee received payment for professional or other services supplied to the charity.

The key management personnel of the charity comprise the trustees, and the Chief Executive Officer. The total employee benefits of the key management personnel were £ 38607 (2020 38607)

**10 Staff Numbers**

The average monthly headcount was 4 staff (2020: 3 staff)

**11 Government Grants**

Income from government grants comprises grants made by the local authority to fund the charitable activities of the organisation.

	2021	2020
	£	£
Royal Borough of Kensington & Chelsea	<u>158,459</u>	<u>150,450</u>

**12 Corporation Tax**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

**13 Tangible Fixed Assets**

	Land & Buildings £	Fixtures, Fittings & Equipment £	TOTAL £
Cost:			
As at 1 April 2020	1	27,963	27,964
Additions	-	4,705	-
As at 31 March 2021	<u>1</u>	<u>32,668</u>	<u>27,964</u>
Depreciation:			
As at 1 April 2020	-	27,965	27,965
Charge for the year	-	1,176	1,176
As at 31 March 2021	<u>-</u>	<u>29,141</u>	<u>29,141</u>
Net book value			
As at 1 April 2020	<u>1</u>	<u>-</u>	<u>-</u>
As at 31 March 2021	<u>1</u>	<u>3,527</u>	<u>-</u>



14 Debtors

	2021	2020
	£	£
Trade debtors	38,365	-
Other debtors	-	-
Prepayments & accrued income	-	-
	<u>-</u>	<u>-</u>

15 Creditors: amounts falling due within one year

	2020	2020
	£	£
Trade creditors	6,687	678
Other creditors and accruals	-	-
Taxation and social security costs	2,396	2,685
	<u>9,083</u>	<u>3,363</u>

16 Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance 1 April 2020	Income	Expenditure	Transfers	Funds 31 March 2021
	£	£	£	£	£
General Fund	46,076	158,879	(139,843)	-	65,112
	<u>46,076</u>	<u>158,879</u>	<u>(139,843)</u>	<u>-</u>	<u>65,112</u>

Analysis of movements in unrestricted funds- previous year

	Balance 1 April 2019	Income	Expenditure	Transfers	Funds 31 March 2020
	£	£	£	£	£
General Fund	38,066	151,129	(143,119)	-	46,076
	<u>38,066</u>	<u>151,129</u>	<u>(143,119)</u>	<u>-</u>	<u>46,076</u>

Name of Unrestricted Fund      Description, nature and purposes of the fund

General Fund      The free reserves of the charity

Analysis of movements in designated funds

	Balance 1 April 2020	Income	Expenditure	Transfers	Funds 31 March 2021
	£	£	£	£	£
	10,000	-	-	-	10,000
	<u>10,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>10,000</u>

Analysis of movements in designated funds- previous year

	Balance 1 April 2019	Income	Expenditure	Transfers	Funds 31 March 2020
	£	£	£	£	£
	10,000	-	-	-	10,000
	<u>10,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>10,000</u>

Name of Restricted Fund      Description, nature and purposes of the fund

Contractual Commitment Fund

Analysis of movements in restricted funds

	Balance 1 April 2019	Income	Expenditure	Transfers	Funds 31 March 2020
	£	£	£	£	£
	1,900	23,725	(10,459)	-	15,166
	<u>1,900</u>	<u>23,725</u>	<u>(10,459)</u>	<u>-</u>	<u>15,166</u>

Analysis of movements in restricted funds- previous year

Balance 1 April 2019	Income	Expenditure	Transfers	Funds 31 March 2019
£	£	£	£	£
10,000	-	8,100	-	1,900
10,000	-	8,100	-	1,900

Name of Restricted Fund Description, nature and purposes of the fund

Capacity building post Grenfell Tower fire

Analysis of net assets between funds

Fund balances at 31 March 2021 are represented by:

	Unrestricted Funds	Designated Funds	Restricted Funds	TOTAL
	£	£	£	£
Tangible Fixed Assets		-	3,529	3,529
Current Assets	74,195	10,000	11,637	95,832
Creditors; Amounts falling due within one year	(9,083)	-	-	(9,083)
	65,112	10,000	15,166	90,278

Analysis of net assets between funds - previous year

Fund balances at 31 March 2020 are represented by:

	Unrestricted Funds	Designated Funds	Restricted Funds	TOTAL
	£	£	£	£
Tangible Fixed Assets		-	-	
Current Assets	49,440	10,000	1,900	61,340
Creditors; Amounts falling due within one year	(3,364)	-	-	(3,364)
	46,076	10,000	1,900	57,976

Once again we all faced a difficult year with the Covid 19 pandemic affecting how we deliver services to our community.

Despite the difficulties we dealt with 1206 people during the year. 607 of these received advice by phone, 212 by email, 16 were referred to other agencies, 371 were given office appointments.

Of the people in touch with us, 854 received one-off advice. 336 went on to become full cases

During this year we only recorded the main enquiry, even though many clients will have more than one issue – debt, housing and welfare benefits are often connected issues. 70% of the cases relate to welfare benefits as a main issue.

94% of our clients are RBKC residents.

We generated £256,241 additional income for residents during the year.

We get many lovely comments and here are just a few:

‘thanks for all the help you give us and the community’

‘you do your thing as you know you do that so good’

‘thank you for still being there’

We would like to thank our funders, RBKC, KC Foundation and London Legal Trust who all came through to provide additional funding so we could make our office as safe as possible.

We do not know what the future holds, but we think, collectively, with our partners and the support of our communities, there will still be an advice service provided in RBKC.

I am not overburdening you with too much information here because we think people may be fatigued by the same information being repeated. However, you are very welcome to contact us if there is something else you need to know or would like to know.

A big thank you to our local community for your continued support.

Jane Gray