

# **Oxford Community Work Agency**

## **ANNUAL REPORT 2019/2020**



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# **Our Service**

## **Barton Advice Centre**

### **Drop in (for residents in the OX3 City boundary area only)**

Monday - 10am until 1pm

### **Appointments**

Tuesday - 9am - 4pm

Wednesday - 9am - 4pm

Thursday - 9am - 4pm

Friday - 9am - 4pm

### **Telephone advice (for ALL Oxford City residents)**

Monday to Friday 9am - 5pm

Residents outside of Oxford City requiring advice should contact the Oxfordshire Specialist Advice Service on 01865 410660

## **Oxfordshire Welfare Rights (Appointments by referral only)**

### **Consultancy Telephone Service (for agencies only)**

Tuesday - 10am - 1pm

Wednesday - 10am - 1pm

Thursday - 10am - 1pm

# **Staff Summary for 2019/20**

Sarah Darby	Manager – 35 hours
Peter Turville	Senior Caseworker 35hrs
Nick Turnill	Welfare Benefits Caseworker 28 hours
Gary Horne	Debt Caseworker 17.5 hrs
Mina Katouzian	Adviser and Admin 14 hours
Laura Harris-Steers	Welfare Benefits Caseworker for Headway 28 hours
Michael Ledwood	Digital Support Worker 35 hours

## **Trustees from April 2019 to March 2020**

Lyn Williams	Treasurer
Sue Holden MBE	Barton Community Association
Justine Brown	Human Resources
Teresa Munby	Ruskin College

## About us

### **Background Information and History of Oxford Community Work Agency (OCWA) *Formerly known as the Barton Project***

OCWA is an organisation made up of two departments, Oxfordshire Welfare Rights and the Barton Advice Centre. We are based in the centre of Barton. Barton is in the top 20% of areas of deprivation nationally. We are experts in social security law and provide specialist advice, casework and representation in welfare benefits. We also provide a specialist debt service which has an authorised intermediary for Debt Relief orders. We give generalist advice in consumer, family law, housing and employment. For more in-depth advice in these areas we may refer or signpost to more specialist agencies.

#### Oxfordshire Welfare Rights

Oxfordshire Welfare Rights (OWR) was originally formed in 1984 to provide a second tier countywide welfare rights service. We are experts in social security law and have significant experience in welfare benefits casework and representation at Tribunal. Clients can access this service through referral from another advice or support agency. OWR provides training and telephone consultancy for other organisations throughout Oxfordshire. The principal funder of OWR and BAC is Oxford City Council.

#### Barton Advice Centre

In 1987 The Barton Advice Centre (BAC) was set up after it became clear that an advice centre was needed to serve the community.

The advice centre drop in service is open to all residents living in the OX3 area of Oxford City and is delivered by staff trained in all areas of advice but are specialists in debt and welfare benefits issues. We have a specialist debt worker who is able to assist with Debt Relief Orders.

Advice can be given on our telephone advice line to all Oxford City residents.

We provide a Digital Support Worker who trains residents to become confident in digital access. This is a free service funded by Oxford City Council.

<b>Mission Statement</b>
OCWA aims to work with individuals and local communities in Oxfordshire to: <ul style="list-style-type: none"><li>• Enable people to obtain their rights</li><li>• To empower people to meet their needs and fulfil their responsibilities</li><li>• To use this local experience to influence wider social policy in working for a more equal society</li></ul>

## Client profile in 2019-2020

62% of clients  
were female

49% had  
dependent  
children

58% were  
living in social  
housing

58% are living on  
less than £10000

33% were  
from ethnic  
minority  
backgrounds

78% suffered  
with a  
disability

83% were of working age

## **Note from Manager Sarah Darby**

I am pleased to present this report on the work of Oxford Community Work Agency in the period April 2019 to March 2020.

In a year that ended with challenges no one could have foreseen I would like to start this report by thanking my amazing team for taking on the challenge, changing and adapting their way of working and continuing to provide a full service to the most vulnerable residents across the County. I would also like to thank our trustees for their support throughout the year and to our funders, particularly Oxford City Council, Big Lottery, Headway Oxfordshire and Sovereign Housing.

We had our Advice Quality Mark audit at the end of 2019. The audit covers quality of advice and our organisation's process and procedures, and is conducted every two years. We were pleased to pass this audit with very few recommendations and were given the quality mark in both welfare benefits and debt advice areas.

As I am writing this, we are all in the middle of a global pandemic which has seen our organisation and many others working from home since 17<sup>th</sup> March. We were fortunate. Changing our IT and telephone systems in January meant that we were already set up for home working and so were able to run a full service from day one and will continue doing this for as long as is needed. We have also introduced a telephone checking in service whereby we contact our most vulnerable clients on a weekly basis to check they are ok, have food delivered, have prescriptions picked up and any other support needed.

Our digital support worker has been helping our clients to access online platforms so that we can continue to offer face to face appointments digitally.

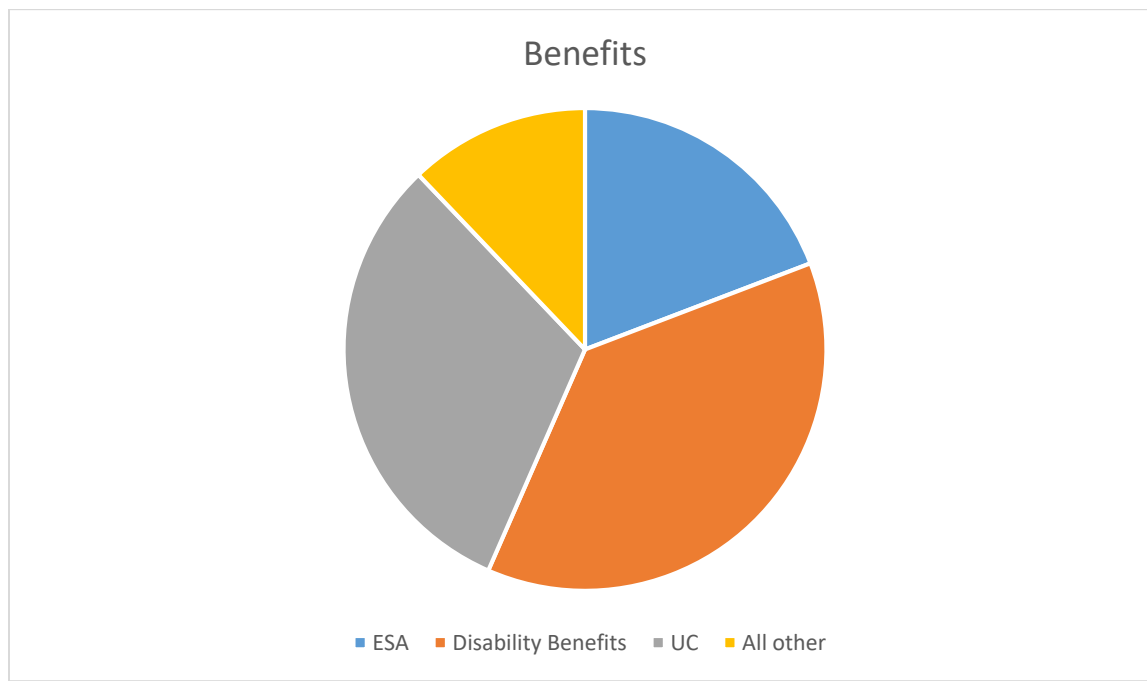
We hope and pray that the next year see's us all getting back to some sense of normality.

## PERFORMANCE

Tribunal representation 2019/2020

Oxfordshire Welfare Rights attended 67 tribunal hearings between April 2019 and March 2020 with an 87% success rate.

Total financial gains for Oxfordshire residents following actual representation at hearing was **£339,086.16**



Disability Benefits continued to be the highest represented benefits at Tribunal. However, the introduction of Universal Credit saw UC take over from ESA with 31% of the hearings. We saw an increase in Housing Benefit appeals compared to the previous year.

The above chart only shows results arising from attendance at appeal tribunal hearings. A further **£1,867,397.70** has been gained through new and repeat claims for benefits and challenges by way of Mandatory Reconsiderations. This means that our total benefit gains for Oxfordshire residents for the period 2019/20 was **£2,206,483.80**.



# **Case Study**

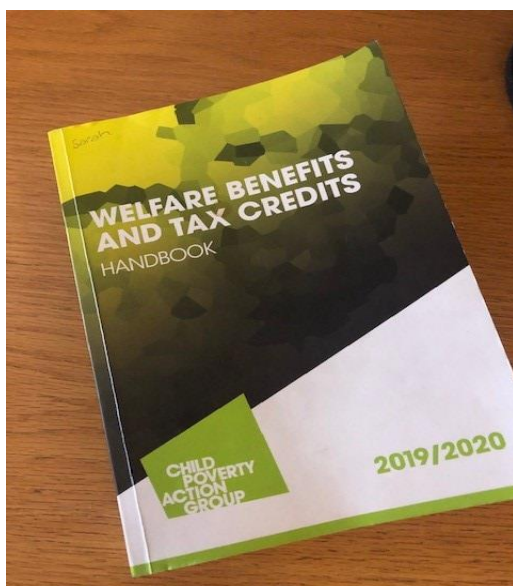
## **Welfare Benefits**

We previously assisted our client with an appeal against a decision refusing PIP in 2015. That decision was revised two days before the tribunal hearing. That revised decision made an 'indefinite' award of PIP enhanced rate of both components from July 2014.

The client came to us when it her PIP stopped. It appeared that revision decision was wrongly recorded as a fixed term award until September 2017 and payment of the 'indefinite' award was stopped from that date. It appears the client was not informed of this error until a later date when she was advised to make a 'new claim' which she did in 2018. There did not appear to have been a legally valid decision to revised or supersede the decision of 2015 and therefore we considered that the termination of payment from September 17 was unlawful.

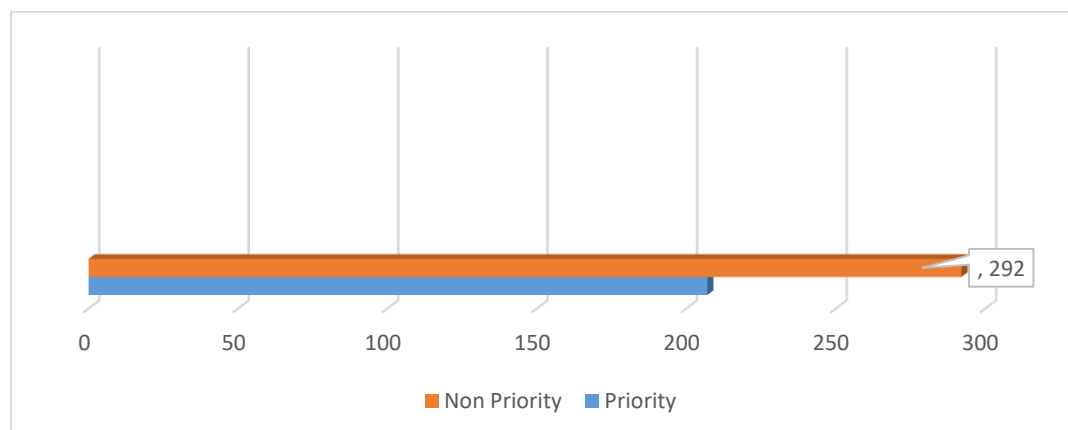
We requested that the award incorrectly 'terminated' from 2017 be reinstated and that the arrears due to be paid.

Following our complaint, PIP was reinstated at the highest rate of daily living and mobility components from the date (4/7/17) it was wrongly stopped by PIP. A further challenge towards the new claim was made and an award of PIP was made. Our client was awarded a total of £35,680.47.

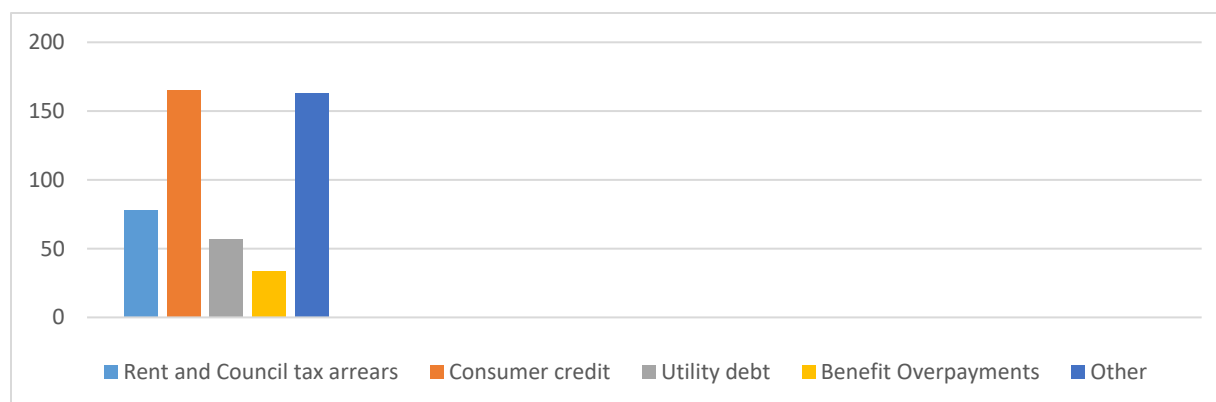


## Debt

OCWA's debt specialist assisted with a total of 497 debt matters between April 2019 and March 2020 with a combined outstanding balance of £1,451,235.96. We noted that outstanding debt had more than doubled compared to the previous period. The split of priority and non-priority debt narrowed in this period and was as follows:



A breakdown of debts identified and resolved can be found in the chart below:



A total of £669,337.80 of debt was written off for clients across the City of Oxford following OCWA's intervention.

Total advice and caseworker gains from April 2018 to March 2019

Specialist benefits advice and caseworker gains	£2,206,483.80
Debt write offs	£669,337.80
<b>Total</b>	<b>£2,875,821.60</b>

# Case Study

## Debt

Our client was suffering from physical and mental health problems, and also having to provide care needs for her severely disabled adult son. As a consequence of having to claim Universal Credit her income was reduced. Our client was only just managing to cope before this cut in her income, after the Universal Credit claim the situation became unsustainable.

Debts started to accrue and our client fell into arrears with the rent. As she tried to pay off one debt another would fall further into arrears. Her finances became chaotic and when she approached our office for help the debts were totally unmanageable.

Our first step was to bring stability to the household budget. We helped our client to prioritise where she needed to spend money. We enable her to make sure she received all the income she was entitled to and helped her to organise a workable budget plan.

There remained £6,000 of debt with no means to pay this. We looked at the possible solutions for the problem. We first focused on paying the creditors' at very small amount each month. It became evident that even token payments were likely to cause financial hardship and this in turn ran the risk of further debt.

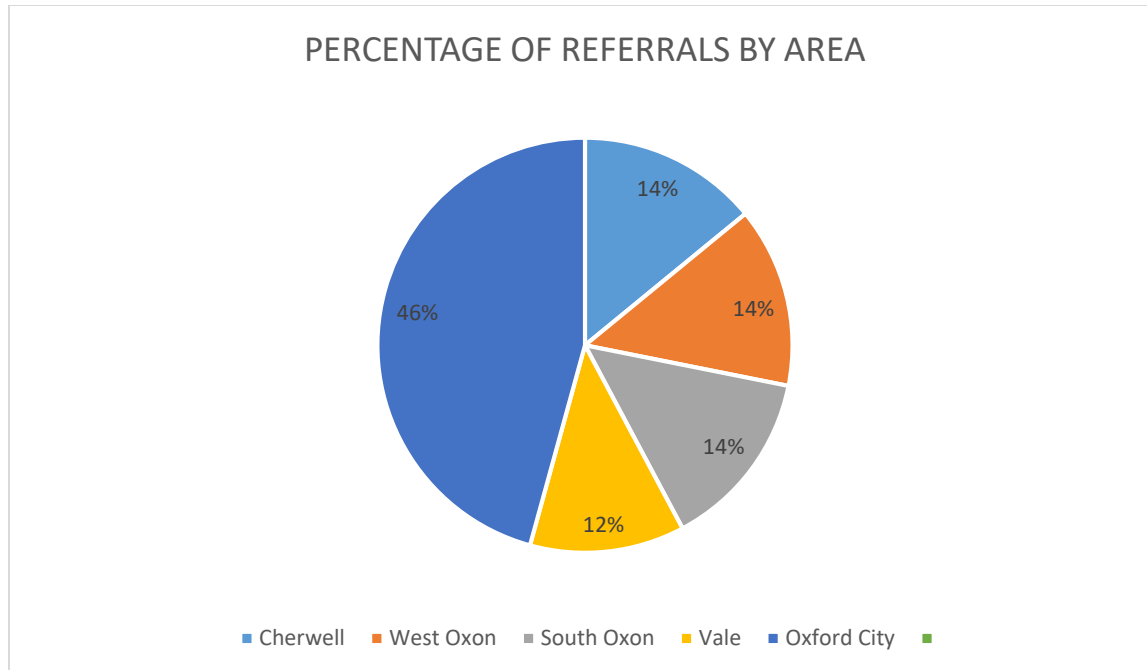
We looked at insolvency and helped our client to obtain a Debt Relief Order. This is an order which cleared all the debt. Our client had to make a one-off payment of £90 to the DRO Unit and then all her debts were frozen for 12 months, with no further repayments having to be made, and after 12 months the Debt Relief Order was discharged and all debts written off. This relieved our client of the stress and worry of dealing with her debts and eliminated the risk of any further debts.



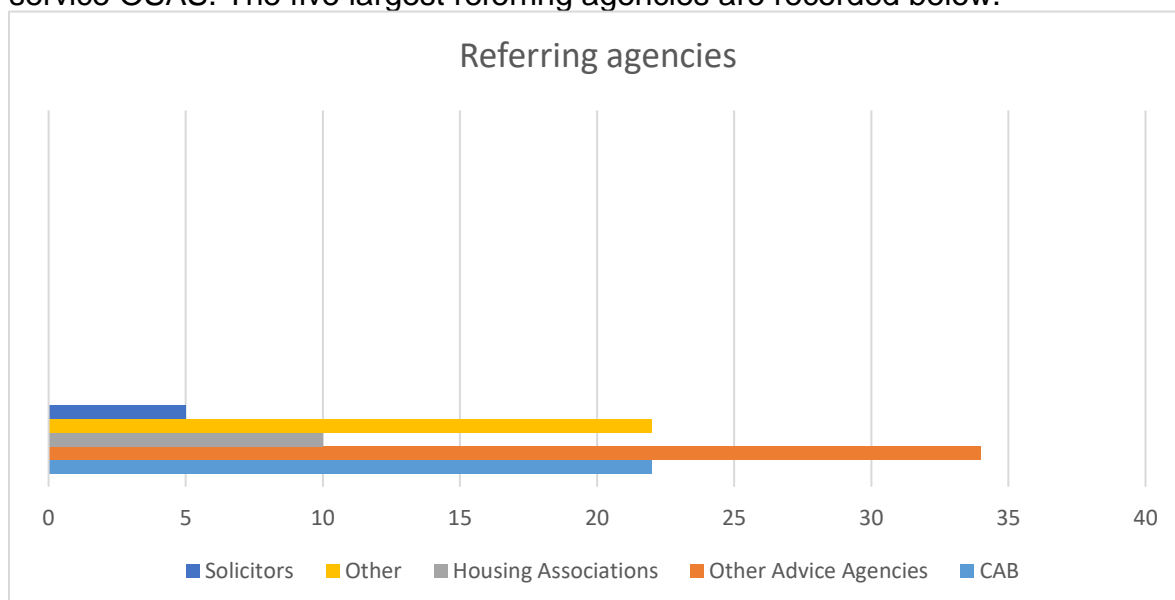
## Referrals from other service providers

Throughout 2019/20 OCWA advised a total of 1279 people both by telephone and face to face. 574 of these contacts resulted in significant casework being undertaken. Of these 114 clients were referred to us by other service providers across the County.

The chart below shows the split of referrals geographically across the county of Oxfordshire.

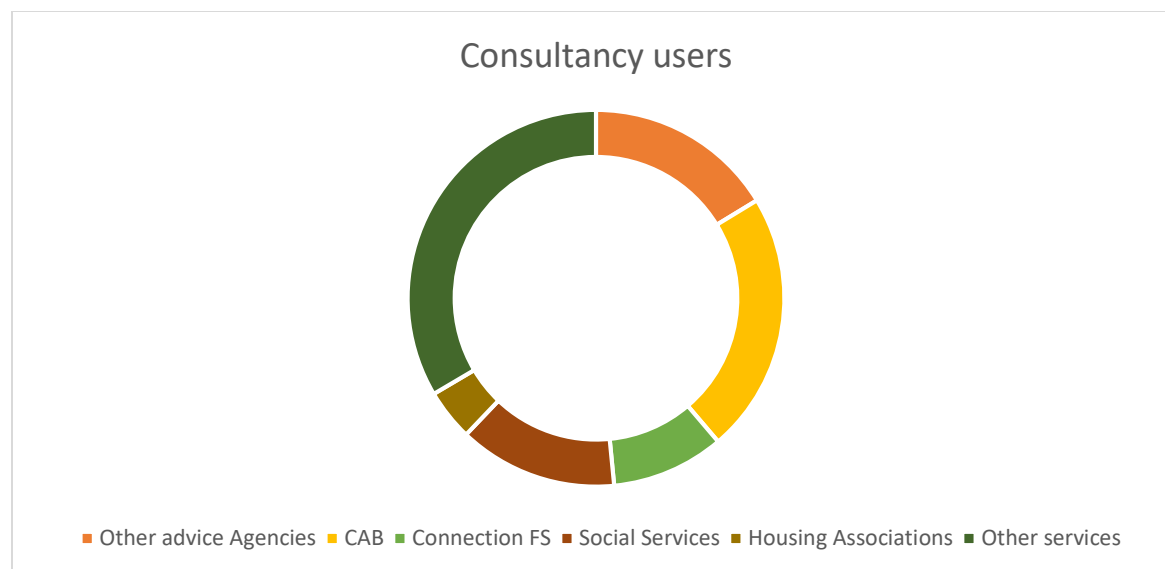


All referrals were taken through our consultancy service or from the new county advice service OSAS. The five largest referring agencies are recorded below.

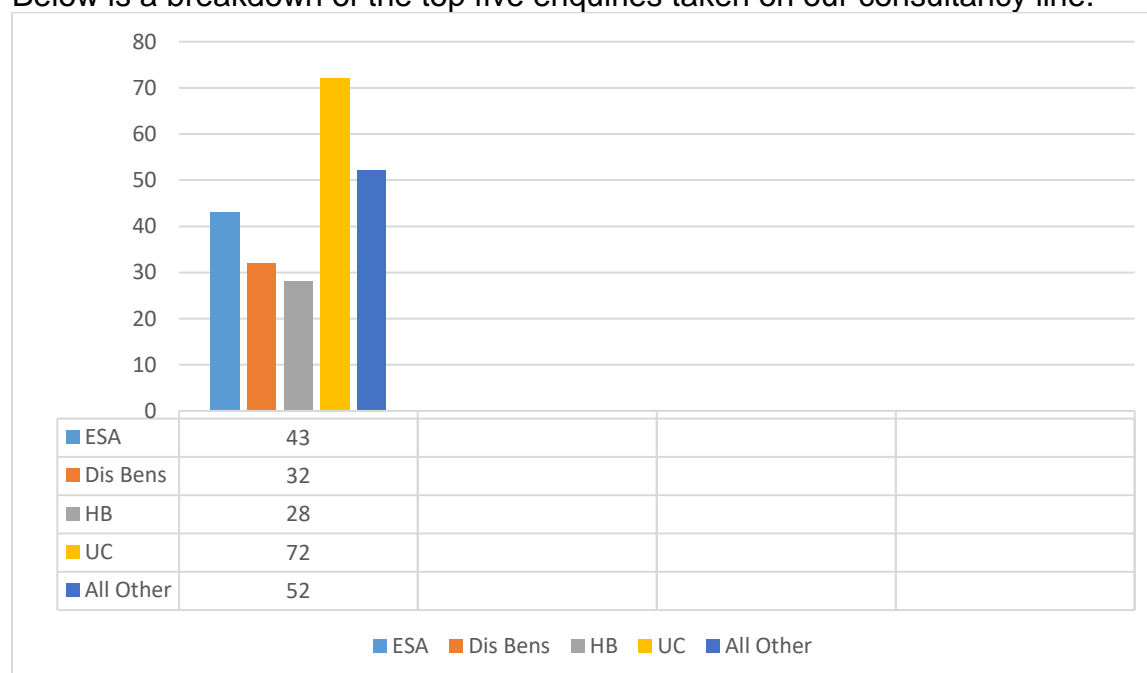


## Oxfordshire Consultancy Line

The total number of calls taken from service providers across the county in 2019/2020 was 227. The breakdown of providers using our consultancy service was as follows:



Below is a breakdown of the top five enquiries taken on our consultancy line.



## Sample Consultancy Queries

**Q.** Can client get Housing Costs Element (HCE) in Universal Credit for 2 homes while in Oxford for cancer treatment at the Churchill?

**A.** Advised she can't. She can get HCE for her current home for up to 6 months, but nothing for another home in these circumstances. She can get help with cost of travel to hospital for treatment.

**Q.** Client has been told that if she volunteers while claiming legacy benefits then she will be naturally migrated to UC. Is this correct?

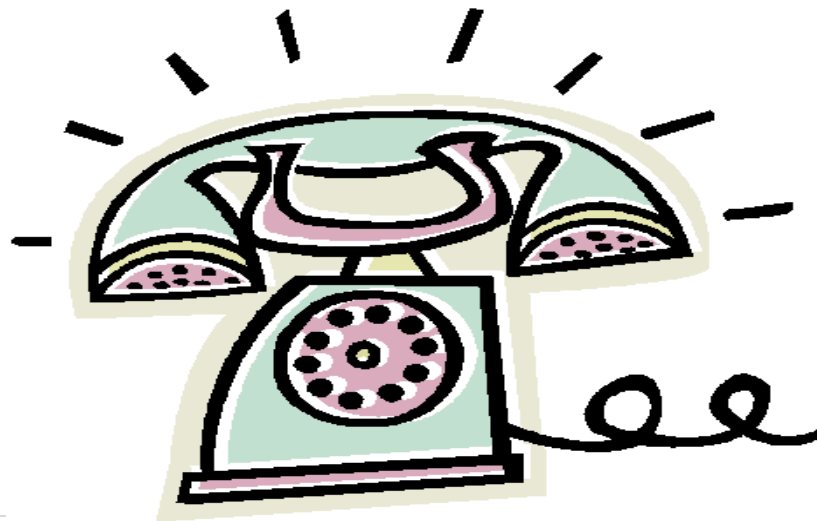
**A.** No. Volunteering is not classed as working. Even if she wanted to work as long as she stayed in the permitted work rules for ESA she would stay on legacy benefits.

**Q.** Capital: client received £33k from proceeds of sale of jointly-owned property. Wants to use it to build an extension on her parents' house for her to live in and provide care. She has MS herself. Complicated by the facts that the money is in her mother's account, it is not known where it was originally paid, she received it a year ago while getting UC.

**A.** Advised of duty to disclose changes of circumstances. The capital might have been open to disregard on grounds of being used to make essential alterations for occupation. A decision could conceivably still be made to that effect (steps have been taken), but equally and probably more likely is that client failed to notify a relevant Change of Circumstances, is not entitled to UC and has been overpaid. Even if she is treated as having actual capital, if she uses it for the intended purpose she may not be treated as having deprived herself with intent, and if she is, she can appeal that decision.

**Q.** Client was on ESA and Housing Benefit (HB) with disability premiums. She took £20 K from pension in Dec 18. She declared to ESA/HB in February 19 when she gave money to her sons. Benefit suspended. HB 're-instated' from March with an overpayment. ESA also issued a decision 're-instated' with o/p but arrears not paid -

**A.** ESA decisions unclear. If he exceeded £16K then entitlement ended and SDP gateway didn't apply. However the delay in decision making is an issue. Await more from ESA



Our Digital Support Project saw a total of 96 new people across 138 appointments in 2019/20. We assisted with a variety of different issues as recorded below.

## **Case Studies**

Client visited as they have been to the hospital in recent weeks but were unsure about after support and have been told a diet is essential. Client was able to learn how to look online for information about suitable diets suggested by their carer, learn to use a health app on their phone and create and print a list of information to stick on the fridge. Client has since used online shopping to buy further cooking books in aid of this diet.

Client has struggled with vision for many years and relies on their partners aid to read messages and use the internet on their phone. Client had not been able to find any help in this regard but was able to learn to use accessibility options on their phone to make the on-screen keyboard more visually comprehensible and to add text to speech and magnification modes to the device. Client is now much more comfortable using their phone and would like to learn what accessibility options are available on their PC.

Client has been out of the IT sector for some years as a carer to their child and had not been able to create a plan towards seeking new skills, applying for work or volunteering positions. In 2 appointments the client was able to create a full profile on the OCVA website, apply for multiple positions and make applications for multiple roles while saving all information to his google account. Client has since been contacted by a local community centre regarding volunteer work.

Client came to visit me after unfortunately being the victim of multiple online scams and had lost faith in the use of technology. Client slowly built their confidence over multiple sessions and has most recently visited with a friend with whom the client frequently sends whatsapp messages and plans events out and around oxford. Client has since used the online library apps, bbc sounds and even significantly reduced her broadband costs after switching providers after many years.

# **Training**


We continued to deliver our training programme in 2019/2020 which included training on Universal Credit, Employment and Support Allowance, Personal Independence Payment and Preparing for Tribunal. We had a good response to our training and attendance from agencies across Oxfordshire.

We delivered in-house training and were contracted by Oxford Co-Operative Training scheme to deliver a full day course on Universal Credit.

## **Ruskin College**

We ran our annual training on Welfare Benefits to students taking the law module of the Social Work degree course.

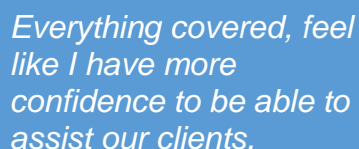
## **Feedback on training**



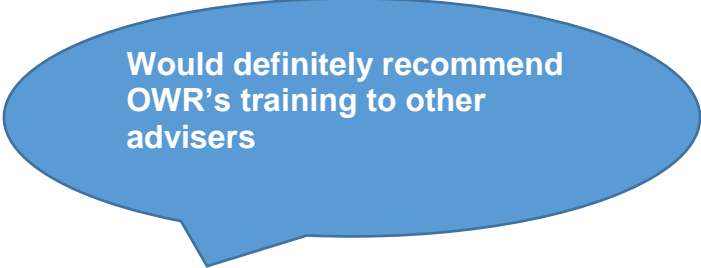
Great training! Our trainer really knew her stuff and engaged the whole group.



*'Thorough and helpful*



*Everything covered, feel like I have more confidence to be able to assist our clients.*



**Would definitely recommend OWR's training to other advisers**



# **Partnership Working**

## **Oxford City Partnership**

OCWA is a partner in the Oxford City lottery-funded scheme known as Help in Crisis. The aim of the project was to provide more joined-up services to clients who come to us in crisis. The project is headed by Citizens Advice Oxford, and includes Barton Advice Centre, Agnes Smith Advice Centre, Rosehill and Donnington Advice Centre, Shelter, Asylum Welcome, Refugee Resource and Oxfordshire Mind. This is a five-year project which gives us the opportunity to learn effective ways of assisting our clients.

## **Sovereign Housing**

OCWA continued to work closely with Sovereign Housing to provide welfare benefit advice, and representation at appeal tribunals for their residents. The aim of the project is to ensure income maximisation and prevent rent arrears. In 2019/20 OCWA helped Sovereign Housing residents with benefit issues, securing total gains of **£78,412.88**

## **Greensquare**

OCWA's work with Greensquare on a project administered by Citizens Advice Oxford to provide support for both staff and tenants regarding welfare benefits continued throughout 2018/19. This work enabled OCWA to secure gains for Greensquare tenants of **£156,154.48**

## **Thames Water Trust**

We continued our partnership with the Agnes Smith Advice Centre to provide advice and applications for assistance funded by the Thames Water Trust after they extended our contract for a further year.

## **Bretherton Solicitors**

OCWA continues to work with Bretherton Solicitors in Banbury, providing welfare benefits advice and assistance nationally to clients of their spinal litigation team.

## **Oxfordshire Specialist Advice Service**

Age UK Oxfordshire, Citizens Advice Oxford, Citizens Advice West Oxfordshire and Oxfordshire Welfare Rights work together to provide a free, comprehensive, independent advice service.

The service helps with queries around benefits, money advice, budgeting and other welfare issues, and will link clients into services that can provide further support.

The service is free for people to use. It is jointly funded by Adult Social Care and Children, Education and Families, so it is focused on meeting the needs of people living in Oxfordshire who are struggling with their day-to-day lives due to disability or ill health.

During 2019/20 Oxfordshire Welfare Rights assisted 25 Oxfordshire residents with complex benefit issues, including a significantly increased number of upper tribunal cases, securing **£122,783.67** of benefits income.

## **Headway Oxfordshire**

We continued working in Partnership with Headway Oxfordshire who funded a 28 hour per week post to assist their service users with welfare benefit applications, challenges and appeal representation. From April 2019 to March 2020 we assisted 61 Headway clients and secured additional income of **£489,287.72**. We look forward to continuing our partnership with Headway going forward.

## **Digital Support Worker**

Our funding for this post from Oxford City Council was extended to March 31<sup>st</sup> 2020 and we continued working in partner ship with with Citizens Advice Oxford, Agnes Smith Advice Centre and Rosehill and Donnington Advice Centre.

## Thank You

The work of Oxford Community Work Agency would not be able to continue without support from our funders and partners. Therefore we would like to thank:

Oxford City Council  
The Big Lottery, Awards for all  
AgeUK  
Sovereign Housing  
Greensquare  
Ruskin College  
Brethertons Solicitors  
St Michael's and All Saints' Charities  
Thames Water  
Headway Oxfordshire  
Pye Charitable Trust  
Trusthouse Charitable Foundation  
The Oxford City Stronger Together Partnership  
The Oxford City Advice Centre Forum

We would like to thank our Board of Directors for their support throughout 2019/20 and once again special thanks goes to our team of advisers and caseworkers for their commitment and dedication.



**REGISTERED COMPANY NUMBER: 01785651 (England and Wales)**

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**REPORT OF THE DIRECTORS**  
**AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

Mercer Lewin Ltd  
Chartered Accountants and Registered Auditors  
41 Cornmarket Street  
Oxford  
OX1 3HA

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

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5	Balance Sheet
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9	Detailed Statement of Financial Activities

Registered Charity No. 1049343

Company No. 01785651

Principal address and registered office:

Barton Neighbourhood Centre  
Underhill Circus  
Oxford OX3 9LS

Manager: Sarah Darby

Independent Examiner

Andrew Churchill Stone FCA DChA  
Mercer Lewin Ltd  
Chartered Accountants  
41 Cornmarket Street  
Oxford OX1 3HA

Bankers

Unity Trust Bank  
9 Brindley Place  
Oozells Square  
Birmingham B1 2HB

## **OXFORD COMMUNITY WORK AGENCY LIMITED**

### **REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2020**

The Directors submit their report together with the accounts for the year ended 31 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 FRS102.

#### **Principal activities**

The principal activity of the company during the year was to provide advice on welfare rights, employment rights and community work.

#### **Organisation**

The company is a registered charity, No.01785651 and is a company limited by guarantee. The company is governed by the terms of its memorandum and articles of association. The board of directors meets on a regular basis to fix matters of policy and strategy. The day to day management of the company's activities is delegated to a manager and other full time staff.

#### **Activities**

A detailed review of the company's activities, including details of those organisations with which it has collaborated in delivery of its services, can be found in the annual report.

#### **Directors**

The directors who served during the year were as follows:-

J Brown	T Munby
S Holden	NLT Williams

The directors are appointed by the members of the company.

#### **Financial Review**

The main part of the company's activity is concerned with the giving of advice and support, and these services are provided by paid staff. The main sources of funding are grants from local authorities.

Following a surplus of £310 incurred in 2018-19, the company recorded a deficit of £30,711 in 2019-20 due to an increase of £43,884 in the cost of staff salaries. Apart from a small increase in salaries at the beginning of the year, this increase resulted from the recruitment of one additional adviser, partly to meet the needs of some additional services the company had gained, and partly to enable our Manager to devote more time to seeking and obtaining new funding. This strategy has been successful, with some significant new funding gained for the year 2020-21.

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2020 (CONTINUED)**

**Reserves policy**

The company's policy is to hold six months of expenditure in reserve to ensure continuity of service in times of funding uncertainty. Six months' expenditure represents approximately £128,600.

Unfortunately, because of some significant deficits incurred in recent years, the company's reserves are well below this target at £57,523, but the directors are determined to restore the targeted level over the next five years in spite of continuing pressure on local authority budgets.

**Risks**

The board have reviewed the risks to which the charity is exposed and policies have been put in place to minimise those risks.

**STATEMENT OF DIRECTORS' RESPONSIBILITIES**

Company law requires the directors to prepare accounts for each financial year which give a true and fair view of the state of the affairs of the company and of the surplus or deficit of the company for that period. In preparing those accounts the directors are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors 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 accounts 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 directors' report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

By order of the Board



26 October 2020

NLT Williams  
Director

## **INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF OXFORD COMMUNITY WORK AGENCY LIMITED**

I report on the accounts of the charity for the year ended 31 March 2020 which are set out on pages 4 to 9 appended to this report.

### **Respective responsibilities of Directors and Examiner**

The directors are responsible for the preparation of the accounts; they consider that the audit requirement of the Charities Act 2011 (the Act) does not apply. It is my responsibility, without performing an audit, to carry out an examination of the accounts, to follow the procedures laid down in the general Directions given by the Charity Commission and to state whether any particular matters have come to my attention.

### **Basis of Examiner's statement**

My report is in respect of an examination carried out under s145 of the Act and in accordance with directions given by the Charity Commissioners under subsection 5(b) of that section. An examination includes a review of the accounting records kept by the directors and a comparison of the accounts presented with those records which is primarily limited to analytical procedures and to the making of such enquiries of the directors as was necessary for the purposes of this report. The procedures undertaken do not constitute an audit.

### **Examiner's statement**

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept on accordance with s130 of the Act, or that the accounts presented do not accord with those records or comply with the accounting requirements of the Act. No matter has come to my attention to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A Churchill Stone FCA DChA  
Mercer Lewin Limited  
Chartered Accountants  
41 Cornmarket Street  
Oxford OX1 3HA

26 October 2020

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**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2020**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**

	Note	Unrestricted Funds General £	Designated £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
<b>Income:</b>						
Fundraising/donations		-	-	-	-	-
Income from Charitable Activities:						
Grants receivable	1a	178,911	-	40,148	219,060	198,674
Training and similar income		7,170	-	-	7,170	6,589
Bank/investment interest		244	-	-	244	172
<b>Total incoming resources</b>		<b>186,326</b>	<b>-</b>	<b>40,148</b>	<b>226,474</b>	<b>205,435</b>
<b>Expenditure</b>						
Expenditure on Charitable Activities		208,451	-	40,148	248,599	196,622
Governance costs	1b	8,586	-	-	8,586	8,502
<b>Total resources expended</b>		<b>217,037</b>	<b>-</b>	<b>40,148</b>	<b>257,185</b>	<b>205,124</b>
<b>Net movement in funds before transfers</b>		<b>(30,711)</b>	<b>-</b>	<b>-</b>	<b>(30,711)</b>	<b>310</b>
<b>Transfers between funds</b>	11	<b>(14,114)</b>	<b>14,114</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net income/(expenditure) for the year</b>		<b>(44,825)</b>	<b>14,114</b>	<b>-</b>	<b>(30,711)</b>	<b>310</b>
<b>Total funds brought forward</b>		<b>88,234</b>	<b>-</b>	<b>-</b>	<b>88,234</b>	<b>87,924</b>
<b>Total funds carried forward</b>		<b>43,409</b>	<b>14,114</b>	<b>-</b>	<b>57,523</b>	<b>88,234</b>

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**BALANCE SHEET AS AT 31 MARCH 2020**

		2020		2019	
	Note	£	£	£	£
<b>Fixed assets</b>					
Tangible assets	6		14,114		745
<b>Current assets</b>					
Debtors	7	2,656		4,294	
Cash at bank and in hand		<u>52,431</u>		<u>97,495</u>	
		55,087		101,790	
<b>Creditors - amounts falling due within one year</b>	8	<u>11,678</u>		<u>14,301</u>	
Net current assets			<u>43,409</u>		<u>87,489</u>
<b>Total assets less current liabilities</b>			<u>57,523</u>		<u>88,234</u>
Represented by:					
<b>Unrestricted Funds</b>					
General		43,409		87,489	
Designated	9	14,114		745	
<b>Restricted Funds</b>		<u>-</u>		<u>-</u>	
			<u>57,523</u>		<u>88,234</u>
			<u>57,523</u>		<u>88,234</u>

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the period by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibility for:

- (i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial period and of its profit or loss for the financial period in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

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

These financial statements were approved by the Board on 26 October 2020.

NLT Williams  
 Director

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**1. Principal accounting policies**

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)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Oxford Community Work Agency 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.

(a) Grants

Grants receivable represent amounts received during the year as adjusted for any elements that were given to fund expenditure in future periods, which are included in the balance sheet as deferred income.

(b) Allocation of expenditure in Statement of Financial Activities

Administrators' salaries and accountancy and audit costs are classified as management and administration costs. All other costs, which principally relate to welfare rights workers' salaries, premises costs and office overheads, are classified as direct charitable expenditure.

(c) Depreciation

Depreciation is provided on a straight line basis at rates estimated to reduce the cost of fixed assets to their residual values over their anticipated useful lives. The following annual rates are used:

Office equipment	25.00%
Computer equipment	33.33%

(d) Fixed asset investments

Fixed asset investments are stated at market value.

(e) Pension contributions

The company operates a defined contribution pension scheme for employees. Contributions to the scheme are charged to the Income and Expenditure account as they fall due.

**2. Income and expenditure**

Income and expenditure is shown in detail in the Detailed Statement of Financial Activities set out on page 9.

**3. Net movement in funds**

	2020	2019
The net movement in funds is stated after charging:	£	£
Independent Examiner's remuneration	<u>1,200</u>	<u>1,200</u>

**4. Directors' emoluments**

The directors received no emoluments or reimbursements of expenses from the company during the year.

**OXFORD COMMUNITY WORK AGENCY LIMITED****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (CONTINUED)**

<b>5. Employees' emoluments</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Salaries	159,746	121,496
Employers' National Insurance	13,699	10,516
Pension contributions	17,809	15,358
	<u>191,254</u>	<u>147,370</u>
The average number of employees during the year was:	<u>7</u>	<u>6</u>
No employee earned more than £60,000 in the year.		

<b>6. Tangible fixed assets</b>	Office equipment £	Computer equipment £	<b>Total £</b>
<b>Cost</b>			
At 1 April 2019	7,177	35,657	42,834
Additions	-	14,855	14,855
Disposals	-	-	-
At 31 March 2020	<u>7,177</u>	<u>50,512</u>	<u>57,689</u>
<b>Depreciation</b>			
At 1 April 2019	7,177	34,912	42,089
Charge for the year	-	1,486	1,486
Disposals	-	-	-
At 31 March 2020	<u>7,177</u>	<u>36,398</u>	<u>43,575</u>
<b>Net Book Value</b>			
At 31 March 2020	<u>-</u>	<u>14,114</u>	<u>14,114</u>
At 31 March 2019	<u>-</u>	<u>745</u>	<u>745</u>

All of the assets shown above are used in direct furtherance of the charity's objects.

<b>7. Debtors</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Prepayments and accrued income	2,212	4,294
Other debtors	443	-
	<u>2,656</u>	<u>4,294</u>

<b>8. Creditors - amounts falling due within one year</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Trade creditors	5,423	7,008
Other creditors	-	-
Taxation and social security	5,255	5,242
Grants in advance	-	1,050
Accruals	1,000	1,000
	<u>11,678</u>	<u>14,301</u>

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (CONTINUED)**

**9. Status of company**

The company is a registered charity and is limited by guarantee without a share capital. The maximum liability of each member for payment of debts of the company is £1. At 31 March 2020 there were 4 members.

**10. Restricted funds**

During the year, the company received £13,430 under a restricted grant from Thames Water. The grant was specifically to support the company's debt advice service and contributed to the salary of the company's dedicated debt adviser.

The charity also received £26,719 as a grant to provide digital support for users. £3,784 was spent on fees to partner organisations and the balance of the funds were spent on salary costs of dedicated workers.

**11. Designated funds - fixed assets**

	£
Transfers (to)/from general fund	13,369
Expenditure in year	<u>-</u>
Net movement in funds	13,369
Balance brought forward	<u>745</u>
Balance carried forward	<u><u>14,114</u></u>

The Fixed Asset fund was set up to eliminate from general funds those amounts represented by fixed assets. Transfers are made to or from this fund to reflect the annual movement in the value of fixed assets.

**12. Split of assets between funds**

	General fund £	Designated funds £	Total £
Tangible fixed assets	-	14,114	14,114
Net current assets	<u>43,409</u>	<u>-</u>	<u>43,409</u>
	<u><u>43,409</u></u>	<u><u>14,114</u></u>	<u><u>57,523</u></u>

**OXFORD COMMUNITY WORK AGENCY LIMITED****DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2020**

	Unrestricted Funds		Restricted Funds	Total 2020	Total 2019
	General	Designated			
	£	£	£	£	£
<b>INCOME</b>					
Oxford City Council grant	116,480	-	-	116,480	116,480
Donations	3,116	-	-	3,116	48
Brethertons	-	-	-	-	2,520
Age UK	18,000	-	-	18,000	18,000
Big Lottery	7,616	-	-	7,616	9,484
Thames Water	-	-	13,430	13,430	14,650
Digital Support	-	-	26,719	26,719	23,291
Headway	20,800	-	-	20,800	10,200
Sovereign Vale	3,000	-	-	3,000	4,000
Awards for All	9,900	-	-	9,900	-
Bank interest receivable	244	-	-	244	172
Training income	7,170	-	-	7,170	6,589
	<u>186,326</u>	<u>-</u>	<u>40,148</u>	<u>226,474</u>	<u>205,435</u>
<b>EXPENDITURE</b>					
<u>Cost of Charitable Activities</u>					
Salaries and wages	154,890	-	36,364	191,254	147,370
Travel and subsistence	804	-	-	804	805
Repairs, renewals, computing and internet	6,296	-	-	6,296	5,913
Photocopying, printing, stationery	8,960	-	-	8,960	6,982
Telephone	2,316	-	-	2,316	3,194
Postage	1,552	-	-	1,552	722
Volunteer expenses	-	-	-	-	24
Insurance	3,912	-	-	3,912	3,002
Subscriptions, books and periodicals	5,696	-	-	5,696	3,880
Rent and rates	9,995	-	-	9,995	9,084
Service charges	6,634	-	-	6,634	6,580
HR Support	328	-	-	328	350
Bad debts	-	-	-	-	-
Training and courses	1,801	-	-	1,801	1,966
Digital Support partner costs	-	-	3,784	3,784	5,298
Bank charges	137	-	-	137	127
Legal and professional fees	1,428	-	-	1,428	-
Sundry costs	2,218	-	-	2,218	1,076
Depreciation	1,486	-	-	1,486	249
<u>Governance costs</u>					
Bookkeeping	7,386	-	-	7,386	7,302
Accountancy and audit	1,200	-	-	1,200	1,200
	<u>217,037</u>	<u>-</u>	<u>40,148</u>	<u>257,185</u>	<u>205,124</u>
	(30,711)	-	-	(30,711)	310
<b>Transfers between funds</b>	<u>(14,114)</u>	<u>14,114</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Surplus/(deficit) for the year</b>	<u>(44,825)</u>	<u>14,114</u>	<u>-</u>	<u>(30,711)</u>	<u>310</u>

**REGISTERED COMPANY NUMBER: 01785651 (England and Wales)**

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**REPORT OF THE DIRECTORS**  
**AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2020**

Mercer Lewin Ltd  
Chartered Accountants and Registered Auditors  
41 Cornmarket Street  
Oxford  
OX1 3HA

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

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1	Report of the Directors
2	Statement of Directors' responsibilities
3	Independent Examiner's report
4	Statement of Financial Activities
5	Balance Sheet
6-8	Notes to the Financial Statements
9	Detailed Statement of Financial Activities

Registered Charity No. 1049343

Company No. 01785651

Principal address and registered office:

Barton Neighbourhood Centre  
Underhill Circus  
Oxford OX3 9LS

Manager: Sarah Darby

Independent Examiner

Andrew Churchill Stone FCA DChA  
Mercer Lewin Ltd  
Chartered Accountants  
41 Cornmarket Street  
Oxford OX1 3HA

Bankers

Unity Trust Bank  
9 Brindley Place  
Oozells Square  
Birmingham B1 2HB



**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2020**

The Directors submit their report together with the accounts for the year ended 31 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 FRS102.

**Principal activities**

The principal activity of the company during the year was to provide advice on welfare rights, employment rights and community work.

**Organisation**

The company is a registered charity, No.01785651 and is a company limited by guarantee. The company is governed by the terms of its memorandum and articles of association. The board of directors meets on a regular basis to fix matters of policy and strategy. The day to day management of the company's activities is delegated to a manager and other full time staff.

**Activities**

A detailed review of the company's activities, including details of those organisations with which it has collaborated in delivery of its services, can be found in the annual report.

**Directors**

The directors who served during the year were as follows:-

J Brown	T Munby
S Holden	NLT Williams

The directors are appointed by the members of the company.

**Financial Review**

The main part of the company's activity is concerned with the giving of advice and support, and these services are provided by paid staff. The main sources of funding are grants from local authorities.

Following a surplus of £310 incurred in 2018-19, the company recorded a deficit of £30,711 in 2019-20 due to an increase of £43,884 in the cost of staff salaries. Apart from a small increase in salaries at the beginning of the year, this increase resulted from the recruitment of one additional adviser, partly to meet the needs of some additional services the company had gained, and partly to enable our Manager to devote more time to seeking and obtaining new funding. This strategy has been successful, with some significant new funding gained for the year 2020-21.

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**REPORT OF THE DIRECTORS FOR THE YEAR ENDED 31 MARCH 2020 (CONTINUED)**

**Reserves policy**

The company's policy is to hold six months of expenditure in reserve to ensure continuity of service in times of funding uncertainty. Six months' expenditure represents approximately £128,600.

Unfortunately, because of some significant deficits incurred in recent years, the company's reserves are well below this target at £57,523, but the directors are determined to restore the targeted level over the next five years in spite of continuing pressure on local authority budgets.

**Risks**

The board have reviewed the risks to which the charity is exposed and policies have been put in place to minimise those risks.

**STATEMENT OF DIRECTORS' RESPONSIBILITIES**

Company law requires the directors to prepare accounts for each financial year which give a true and fair view of the state of the affairs of the company and of the surplus or deficit of the company for that period. In preparing those accounts the directors are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors 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 accounts 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 directors' report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

By order of the Board



26 October 2020

NLT Williams  
Director

## **INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF OXFORD COMMUNITY WORK AGENCY LIMITED**

I report on the accounts of the charity for the year ended 31 March 2020 which are set out on pages 4 to 9 appended to this report.

### **Respective responsibilities of Directors and Examiner**

The directors are responsible for the preparation of the accounts; they consider that the audit requirement of the Charities Act 2011 (the Act) does not apply. It is my responsibility, without performing an audit, to carry out an examination of the accounts, to follow the procedures laid down in the general Directions given by the Charity Commission and to state whether any particular matters have come to my attention.

### **Basis of Examiner's statement**

My report is in respect of an examination carried out under s145 of the Act and in accordance with directions given by the Charity Commissioners under subsection 5(b) of that section. An examination includes a review of the accounting records kept by the directors and a comparison of the accounts presented with those records which is primarily limited to analytical procedures and to the making of such enquiries of the directors as was necessary for the purposes of this report. The procedures undertaken do not constitute an audit.

### **Examiner's statement**

Based on my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect, accounting records have not been kept on accordance with s130 of the Act, or that the accounts presented do not accord with those records or comply with the accounting requirements of the Act. No matter has come to my attention to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A Churchill Stone FCA DChA  
Mercer Lewin Limited  
Chartered Accountants  
41 Cornmarket Street  
Oxford OX1 3HA

26 October 2020

-

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2020**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**

	Note	Unrestricted Funds General £	Designated £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
<b>Income:</b>						
Fundraising/donations		-	-	-	-	-
Income from Charitable Activities:						
Grants receivable	1a	178,911	-	40,148	219,060	198,674
Training and similar income		7,170	-	-	7,170	6,589
Bank/investment interest		244	-	-	244	172
<b>Total incoming resources</b>		<u>186,326</u>	<u>-</u>	<u>40,148</u>	<u>226,474</u>	<u>205,435</u>
<b>Expenditure</b>						
Expenditure on Charitable Activities		208,451	-	40,148	248,599	196,622
Governance costs	1b	8,586	-	-	8,586	8,502
<b>Total resources expended</b>		<u>217,037</u>	<u>-</u>	<u>40,148</u>	<u>257,185</u>	<u>205,124</u>
<b>Net movement in funds before transfers</b>		(30,711)	-	-	(30,711)	310
<b>Transfers between funds</b>	11	(14,114)	14,114	-	-	-
<b>Net income/(expenditure) for the year</b>		<u>(44,825)</u>	<u>14,114</u>	<u>-</u>	<u>(30,711)</u>	<u>310</u>
<b>Total funds brought forward</b>		<u>88,234</u>	<u>-</u>	<u>-</u>	<u>88,234</u>	<u>87,924</u>
<b>Total funds carried forward</b>		<u>43,409</u>	<u>14,114</u>	<u>-</u>	<u>57,523</u>	<u>88,234</u>

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**BALANCE SHEET AS AT 31 MARCH 2020**

		2020		2019	
	Note	£	£	£	£
<b>Fixed assets</b>					
Tangible assets	6		14,114		745
<b>Current assets</b>					
Debtors	7	2,656		4,294	
Cash at bank and in hand		<u>52,431</u>		<u>97,495</u>	
		55,087		101,790	
<b>Creditors - amounts falling due within one year</b>	8	<u>11,678</u>		<u>14,301</u>	
Net current assets			<u>43,409</u>		<u>87,489</u>
<b>Total assets less current liabilities</b>			<u><u>57,523</u></u>		<u><u>88,234</u></u>
Represented by:					
<b>Unrestricted Funds</b>					
General		43,409		87,489	
Designated	9	14,114		745	
<b>Restricted Funds</b>		<u>-</u>		<u>-</u>	
			<u>57,523</u>		<u>88,234</u>
			<u><u>57,523</u></u>		<u><u>88,234</u></u>

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the period by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibility for:

- (i) ensuring that the company keeps proper accounting records which comply with section 386 of the Act, and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial period and of its profit or loss for the financial period in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

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

These financial statements were approved by the Board on 26 October 2020.

NLT Williams  
 Director

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020**

**1. Principal accounting policies**

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)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Oxford Community Work Agency 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.

(a) Grants

Grants receivable represent amounts received during the year as adjusted for any elements that were given to fund expenditure in future periods, which are included in the balance sheet as deferred income.

(b) Allocation of expenditure in Statement of Financial Activities

Administrators' salaries and accountancy and audit costs are classified as management and administration costs. All other costs, which principally relate to welfare rights workers' salaries, premises costs and office overheads, are classified as direct charitable expenditure.

(c) Depreciation

Depreciation is provided on a straight line basis at rates estimated to reduce the cost of fixed assets to their residual values over their anticipated useful lives. The following annual rates are used:

Office equipment	25.00%
Computer equipment	33.33%

(d) Fixed asset investments

Fixed asset investments are stated at market value.

(e) Pension contributions

The company operates a defined contribution pension scheme for employees. Contributions to the scheme are charged to the Income and Expenditure account as they fall due.

**2. Income and expenditure**

Income and expenditure is shown in detail in the Detailed Statement of Financial Activities set out on page 9.

**3. Net movement in funds**

	<b>2020</b>	<b>2019</b>
The net movement in funds is stated after charging:	<b>£</b>	<b>£</b>
Independent Examiner's remuneration	<u>1,200</u>	<u>1,200</u>

**4. Directors' emoluments**

The directors received no emoluments or reimbursements of expenses from the company during the year.

**OXFORD COMMUNITY WORK AGENCY LIMITED****NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (CONTINUED)**

<b>5. Employees' emoluments</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Salaries	159,746	121,496
Employers' National Insurance	13,699	10,516
Pension contributions	17,809	15,358
	<u>191,254</u>	<u>147,370</u>
The average number of employees during the year was:	<u>7</u>	<u>6</u>
No employee earned more than £60,000 in the year.		

<b>6. Tangible fixed assets</b>	Office equipment £	Computer equipment £	<b>Total £</b>
<b>Cost</b>			
At 1 April 2019	7,177	35,657	42,834
Additions	-	14,855	14,855
Disposals	-	-	-
At 31 March 2020	<u>7,177</u>	<u>50,512</u>	<u>57,689</u>
<b>Depreciation</b>			
At 1 April 2019	7,177	34,912	42,089
Charge for the year	-	1,486	1,486
Disposals	-	-	-
At 31 March 2020	<u>7,177</u>	<u>36,398</u>	<u>43,575</u>
<b>Net Book Value</b>			
At 31 March 2020	<u>-</u>	<u>14,114</u>	<u>14,114</u>
At 31 March 2019	<u>-</u>	<u>745</u>	<u>745</u>

All of the assets shown above are used in direct furtherance of the charity's objects.

<b>7. Debtors</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Prepayments and accrued income	2,212	4,294
Other debtors	443	-
	<u>2,656</u>	<u>4,294</u>

<b>8. Creditors - amounts falling due within one year</b>	<b>2020</b>	<b>2019</b>
	<b>£</b>	<b>£</b>
Trade creditors	5,423	7,008
Other creditors	-	-
Taxation and social security	5,255	5,242
Grants in advance	-	1,050
Accruals	1,000	1,000
	<u>11,678</u>	<u>14,301</u>

**OXFORD COMMUNITY WORK AGENCY LIMITED**  
**NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (CONTINUED)**

**9. Status of company**

The company is a registered charity and is limited by guarantee without a share capital. The maximum liability of each member for payment of debts of the company is £1. At 31 March 2020 there were 4 members.

**10. Restricted funds**

During the year, the company received £13,430 under a restricted grant from Thames Water. The grant was specifically to support the company's debt advice service and contributed to the salary of the company's dedicated debt adviser.

The charity also received £26,719 as a grant to provide digital support for users. £3,784 was spent on fees to partner organisations and the balance of the funds were spent on salary costs of dedicated workers.

**11. Designated funds - fixed assets**

	£
Transfers (to)/from general fund	13,369
Expenditure in year	<u>-</u>
Net movement in funds	13,369
Balance brought forward	<u>745</u>
Balance carried forward	<u><u>14,114</u></u>

The Fixed Asset fund was set up to eliminate from general funds those amounts represented by fixed assets. Transfers are made to or from this fund to reflect the annual movement in the value of fixed assets.

**12. Split of assets between funds**

	General fund £	Designated funds £	Total £
Tangible fixed assets	-	14,114	14,114
Net current assets	<u>43,409</u>	<u>-</u>	<u>43,409</u>
	<u><u>43,409</u></u>	<u><u>14,114</u></u>	<u><u>57,523</u></u>



**OXFORD COMMUNITY WORK AGENCY LIMITED****DETAILED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2020**

	Unrestricted Funds		Restricted Funds	Total 2020	Total 2019
	General	Designated			
	£	£	£	£	£
<b>INCOME</b>					
Oxford City Council grant	116,480	-	-	116,480	116,480
Donations	3,116	-	-	3,116	48
Brethertons	-	-	-	-	2,520
Age UK	18,000	-	-	18,000	18,000
Big Lottery	7,616	-	-	7,616	9,484
Thames Water	-	-	13,430	13,430	14,650
Digital Support	-	-	26,719	26,719	23,291
Headway	20,800	-	-	20,800	10,200
Sovereign Vale	3,000	-	-	3,000	4,000
Awards for All	9,900	-	-	9,900	-
Bank interest receivable	244	-	-	244	172
Training income	7,170	-	-	7,170	6,589
	<u>186,326</u>	<u>-</u>	<u>40,148</u>	<u>226,474</u>	<u>205,435</u>
<b>EXPENDITURE</b>					
<u>Cost of Charitable Activities</u>					
Salaries and wages	154,890	-	36,364	191,254	147,370
Travel and subsistence	804	-	-	804	805
Repairs, renewals, computing and internet	6,296	-	-	6,296	5,913
Photocopying, printing, stationery	8,960	-	-	8,960	6,982
Telephone	2,316	-	-	2,316	3,194
Postage	1,552	-	-	1,552	722
Volunteer expenses	-	-	-	-	24
Insurance	3,912	-	-	3,912	3,002
Subscriptions, books and periodicals	5,696	-	-	5,696	3,880
Rent and rates	9,995	-	-	9,995	9,084
Service charges	6,634	-	-	6,634	6,580
HR Support	328	-	-	328	350
Bad debts	-	-	-	-	-
Training and courses	1,801	-	-	1,801	1,966
Digital Support partner costs	-	-	3,784	3,784	5,298
Bank charges	137	-	-	137	127
Legal and professional fees	1,428	-	-	1,428	-
Sundry costs	2,218	-	-	2,218	1,076
Depreciation	1,486	-	-	1,486	249
<u>Governance costs</u>					
Bookkeeping	7,386	-	-	7,386	7,302
Accountancy and audit	1,200	-	-	1,200	1,200
	<u>217,037</u>	<u>-</u>	<u>40,148</u>	<u>257,185</u>	<u>205,124</u>
	(30,711)	-	-	(30,711)	310
<b>Transfers between funds</b>	(14,114)	14,114	-	-	-
<b>Surplus/(deficit) for the year</b>	<u>(44,825)</u>	<u>14,114</u>	<u>-</u>	<u>(30,711)</u>	<u>310</u>