

Charity Registration No. 1102022

Company Registration No. 04923990 (England and Wales)

ONLINE INDEPENDENT ADVOCACY
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

ONSIDE INDEPENDENT ADVOCACY

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	C A Chapman	
	R C Aldridge	
	J B Long	
	J W Hildred	
	I E Jarvis	(Appointed 25 September 2019)
	D Walton	
Secretary	J B Long	
Charity number	1102022	
Company number	04923990	
Principal address	Williamson House 14 Charles Street Worcester WR1 2AQ	
Registered office	Williamson House 14 Charles Street Worcester WR1 2AQ	
Auditor	Kendall Wadley LLP Merevale House 27 Sansome Walk Worcester WR1 1NU	
Bankers	National Westminster Bank Plc 1 The Cross Worcester WR1 3PR	
	CAF Bank 25 Kings Hill West Malling Kent ME19 4JQ	

ONLINE INDEPENDENT ADVOCACY

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ONSIDE INDEPENDENT ADVOCACY

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2020

The trustees present their report and financial statements for the year ended 31 March 2020.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association dated 7 October 2003, which was updated and approved at the AGM, 17 September 2014, the Companies Act 2006 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 and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019).

Objectives and activities

Charitable objectives

The objectives of the Charity are to promote the relief of people, who through disability or ill health are unable, without assistance, to obtain their full rights and privileges as citizens.

Key strategies

- Within a changing environment of reduced funding and cutbacks in services, maintain effective, high quality services provision
- Position the organisation as a thought leader in relation to its knowledge and expertise
- Explore opportunities for new and additional services that are compatible with our core skills
- Continue to develop commercial activities and social enterprise to generate unrestricted funds
- Continue to raise the profile of Onside to secure community sponsorship and support
- Provide a volunteer team resource that supports the needs of the organisation and the changing environment

Aims and objectives for the year

The main objectives for the year ending 31 March 2020 were:

- Continue to deliver a range of options for those not eligible for statutory services (including paid-for services and generation of additional income)
- Further develop the sale of our services and expertise to residential and care homes and to service users able to draw on their own resources
- Submit funding bids to replace statutory service funding coming to an end
- Achieve corporate sponsorship and community fundraising targets
- Consolidate and fully launch a free legal 'Access to Justice' service for the people of Worcestershire
- Develop the 'Timebanking' approach within communities with the aim of establishing the model in Worcestershire

Public benefit compliance

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

ONSIDE INDEPENDENT ADVOCACY

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

Investment powers

Under the Memorandum and Articles of Association, the trustees have the power to invest the funds of the charity as they think fit. The trustees, having regard to the liquidity requirements of operating the charity have maintained funds in an interest bearing bank reserve account.

Use of volunteers

In the year ending 31 March 2020, 208 volunteers (2019 - 146 volunteers) provided over 2,472 hours of direct support to vulnerable and disadvantaged people. The charity recognises and values the enormous contribution made by volunteers and takes this opportunity to say how much their continuing support is appreciated.

Achievements and performance

During the year we had a significant number of achievements. Some of the highlights are:

- Sanctuary Housing chose Onside as their charity of the year and raised an incredible £25,000 to support our work
- Beginning of our partnership with Age UK to deliver Dementia Wellbeing Services across Worcestershire
- Successful tender to deliver the PLUS Service to tackle loneliness across Worcestershire
- Our advocacy services were shortlisted for the National Advocacy Awards
- Successful in being selected to provide the Lifestyle Advisor service to Primary Care Networks across Worcestershire.
- Began delivering Social Prescribing services across Worcestershire Primary Care Networks
- Selected to deliver Social Prescribing with Secondary Care settings
- Implemented a new Employee Assistant Programme to further support staff and their families
- Achieved Cyber Essentials Accreditation
- Successful Community Event at the Hive
- One of our Trustees, Daniel Walton, walked over 180 miles in 7 days along the Worcestershire border in March 2019 to raise awareness of Onside's work across the county and raised an amazing £4,500 to support our work
- It was another great year for the annual Autofest car show and fundraising event
- In July 2019 Duncan Sutcliffe and family paddled their way down the River Severn and raised over £3,000 for Onside
- A great article was published in the Worcester News highlighting the positive impact of our MoodMaster programme <https://www.worcesternews.co.uk/news/18174823.life-transformed/>
- Mix held 3 more successful and enjoyable pop up restaurant evenings each one following a theme, French, Mediterranean and Indian and in the process raised money for both Onside and Mix
- In March 2020 Covid and the first lockdown hit. This meant big changes for us all. We successfully achieved the seismic shift to get everyone working from home in the very first week of lockdown and as the pandemic progressed, continued to find ways of ensuring we worked as effectively as possible with the new range of constraints implemented to try and deal with the spread of the virus.

Financial review

During the year income exceeded expenditure by £54,944 (2019: income exceeded expenditure by £335) giving total fund balances at 31 March 2020 of £184,401 (2019: £129,457). This included restricted funds of £3,620 (2019: £nil) and designated funds of £nil (2019: £nil).

Reserves policy

The Trustees aim to hold sufficient reserves to cover the financial and operational risks of the charities' activities. At the minimum, we will always hold sufficient reserves in realisable form to cover the statutory requirements in respect of redundancy payments to staff and contractual agreements, such as lease of premises. Our current level of free reserves is £159,752 (2019: £121,581). Whilst this adequately covers the expected exposure on closure, the Trustees remain committed to growing the level of free reserves over the next two to three years to provide further cover for the main risks and provide scope to explore new opportunities. The level of reserves is monitored regularly by the trustees and the reserve policy is reviewed annually alongside the budget preparation process.

ONSIDE INDEPENDENT ADVOCACY

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

Notes 19, 20 and 21 set out details of the various funds and an analysis of the assets attributable to them. These assets are sufficient to meet the charity's obligations on a fund by fund basis.

Risk management

The trustees regularly assess the the risks to which the charity is exposed, and are satisfied that processes, systems and actions are in place to mitigate exposure to the major risks.

Plans for the future

Many of our plans for 2020/2021 are impacted by the Covid Pandemic, however, Onside continues to be extremely busy and still has vital services to deliver during the year

- Continue to support staff and service delivery as we navigate the impact of Covid and the restrictions we now have to work within as a result of the pandemic
- Implement the new PLUS service whilst adapting the service model to be suitable for delivery within the constraints of the pandemic restrictions
- Continue to implement and grow the Social Prescribing and Wellbeing Services across Worcestershire, working in partnership with Primary Care Networks to fully establish these new and growing services
- Implement a new management structure to support the growth of the organisation, recruiting to new positions ensuring we achieve this in a Covid secure way that also enables new staff members to join the organisation in a way that still supports the Onside values and ethos
- Recruitment campaign to staff the growing area of Wellbeing Services
- Implement an appropriate HR system to enable staff to have better access to their personal information and book leave and managers better visibility of their team and key information enabling planning and management of resources
- Review our IT and telephony support contracts and implement any appropriate changes
- Review Onside's database requirements and identify a new or revised system which has better case management capacity

Structure, governance and management

Governing document

The charity is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 7 October 2003 which was updated and approved at the AGM, 17 September 2014.

Trustees

The trustees, who are also the directors for the purpose of company law, who served during the year were:

C A Chapman

A F Robinson

(Resigned 31 August 2020)

R C Aldridge

J B Long

J W Hildred

I E Jarvis

(Appointed 25 September 2019)

D Walton

Mr R F Bartholomew

(Resigned 25 September 2019)

ONLINE INDEPENDENT ADVOCACY

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2020**

Recruitment and appointment of trustees

The company shall have a Board of Trustees comprising not less than three and not more than eleven persons elected by and from the Members at the Annual General Meeting.

At every Annual General Meeting all elected and co-opted Board members shall retire from office. Retiring Board members shall be eligible for re-election or further co-option subject to a maximum period of service of five years or five consecutive terms, such persons will be eligible to stand for re-election after a break of at least one year. This period can be extended at the discretion of the trustees.

Training and induction

Trustees are recruited from members and volunteers and through advertising with appropriate charity organisations and local business networks. There is a clearly defined procedure for recruitment and appointment including informal meetings, attendance at a Board meeting and a formal interview. Once references are checked, new trustees are co-opted or nominated at a General meeting. An induction programme is provided and ongoing training is available

Organisational structure

The business of the Company shall be managed by the Board of Trustees who may exercise all such powers of the Company as may be exercised and done by the Company and as are not by statute or by these articles required to be exercised or done by the Company in a General Meeting.

The Board of Trustees delegate the day to day running of the charity to appointed Chief Executive Officer, K. Harvey. Rates of pay for all staff and key management personnel are set by the board.

Related parties

The charity does not co-operate with any charity or organisation deemed to be a related party in pursuit of its charitable objectives.

Auditor

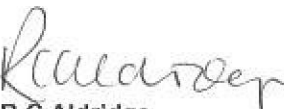
A proposal will be put to members that competitive quotes are sought for the appointment of auditors, including from Kendall Wadley LLP.

Disclosure to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

On behalf of the board of trustees



R C Aldridge

Chairman

Dated: 1 March 2021

ONSIDE INDEPENDENT ADVOCACY

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2020

The trustees, who are also the directors of Onside Independent Advocacy for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Statement of Recommended Practice (2005);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

ONSIDE INDEPENDENT ADVOCACY

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF ONSIDE INDEPENDENT ADVOCACY

Opinion

We have audited the financial statements of Onside Independent Advocacy (the 'charity') for the year ended 31 March 2020 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

ONLINE INDEPENDENT ADVOCACY

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF ONLINE INDEPENDENT ADVOCACY

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

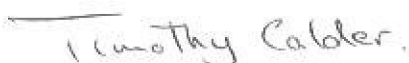
ONSIDE INDEPENDENT ADVOCACY

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF ONSIDE INDEPENDENT ADVOCACY

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Timothy Calder FCA (Senior Statutory Auditor)
for and on behalf of Kendall Wadley LLP

1 March 2021

Chartered Accountants
Statutory Auditor

Merevale House
27 Sansome Walk
Worcester
WR1 1NU

Kendall Wadley LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

ONSIDE INDEPENDENT ADVOCACY

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2020

Current financial year

	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
<u>Income and endowments from:</u>					
Voluntary income	3	17,153	100	17,253	20,547
Incoming resources from charitable activities	4	1,146,642	43,593	1,190,235	981,383
Fundraising income	6	36,525	-	36,525	20,773
Investment income	7	138	-	138	117
Other income	8	3,714	-	3,714	1,849
Total income		1,204,172	43,693	1,247,865	1,024,669
<u>Expenditure on:</u>					
Raising funds	9	2,181	-	2,181	4,672
Charitable activities	10	1,150,162	40,578	1,190,740	1,019,662
Total resources expended		1,152,343	40,578	1,192,921	1,024,334
Net incoming resources before transfers		51,829	3,115	54,944	335
Gross transfers between funds		(505)	505	-	-
Net income for the year/ Net movement in funds		51,324	3,620	54,944	335
Fund balances at 1 April 2019		129,457	-	129,457	129,122
Fund balances at 31 March 2020		180,781	3,620	184,401	129,457

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ONSIDE INDEPENDENT ADVOCACY

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2020

Prior financial year

		Unrestricted funds general	Unrestricted funds designated	Restricted funds	Total
	Notes	2019 £	2019 £	2019 £	2019 £
<u>Income and endowments from:</u>					
Voluntary income	3	20,517	-	30	20,547
Incoming resources from charitable activities	4	276,038	656,771	48,574	981,383
Fundraising income	6	20,773	-	-	20,773
Investment income	7	117	-	-	117
Other income	8	1,849	-	-	1,849
Total income		319,294	656,771	48,604	1,024,669
<u>Expenditure on:</u>					
Raising funds	9	4,672	-	-	4,672
Charitable activities	10	304,890	660,589	54,183	1,019,662
Total resources expended		309,562	660,589	54,183	1,024,334
Net incoming resources before transfers		9,732	(3,818)	(5,579)	335
Gross transfers between funds		52,538	(53,249)	711	-
Net income for the year/ Net movement in funds		62,270	(57,067)	(4,868)	335
Fund balances at 1 April 2018		67,187	57,067	4,868	129,122
Fund balances at 31 March 2019		129,457	-	-	129,457

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

ONLINE INDEPENDENT ADVOCACY

BALANCE SHEET

AS AT 31 MARCH 2020

	Notes	2020 £	£	2019 £	£
Fixed assets					
Tangible assets	14		21,029		7,876
Current assets					
Debtors	15	145,439		121,805	
Cash at bank and in hand		171,647		63,555	
		317,086		185,360	
Creditors: amounts falling due within one year	16	(153,714)		(63,779)	
Net current assets			163,372		121,581
Total assets less current liabilities			184,401		129,457
Income funds					
Restricted funds	19		3,620		-
Unrestricted funds - general			180,781		129,457
			184,401		129,457

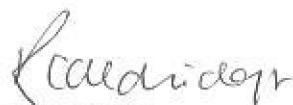
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2020, although an audit has been carried out under section 144 of the Charities Act 2011.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for 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 year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 1 March 2021



R C Aldridge
Trustee

Company Registration No. 04923990

ONSIDE INDEPENDENT ADVOCACY

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2020

	Notes	2020 £	£	2019 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	24		125,357		(40,770)
Investing activities					
Purchase of tangible fixed assets		(17,403)		(603)	
Interest received		138		117	
Net cash used in investing activities			(17,265)		(486)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			108,092		(41,256)
Cash and cash equivalents at beginning of year			63,555		104,811
Cash and cash equivalents at end of year			171,647		63,555

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

Charity information

Onside Independent Advocacy is a private charitable company limited by guarantee and was registered in England and Wales. The registered office is Williamson House, 14 Charles Street, Worcester, WR1 2AQ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document dated 07 October 2003, the Companies Act 2006 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 and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Trustees have considered the consequences of COVID-19 and other events and conditions, and they have determined that they do not create a material uncertainty that casts significant doubt upon the entity's ability to continue as a going concern.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is charged to the fund.

ONLINE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

(Continued)

1.4 Income

Service contract income received are recognised in full in the statement of financial activities in the year in which they are receivable. Income is then deferred where the contract term falls outside the current year.

The charity receives government grants in respect of offering advocacy. Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

No amount is included in the financial statements for the volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' annual report.

Investment income comprises of bank interest and is recognised when it is receivable.

All other income is recognised when it is receivable.

Legacies are recognised on receipt or otherwise if the charitable company has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT, which cannot be recovered.

Expenditure relating to charitable activities comprise of all expenses that are incurred in the undertaking of the charitable activities of the charity.

Governance costs include direct and related support costs relating to the governance infrastructure allowing the charity to generate information required for public accountability.

Resources expended are allocated between the activities of the charity on an apportionment basis based on estimated staff time.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Fixtures, fittings & equipment	20% straight line
Motor vehicles	25% on net book value

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

ONLINE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting policies

(Continued)

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, and other short-term liquid investments with original maturities of three months or less.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

ONLINE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

ON-SIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2020**

3	Voluntary income	Unrestricted funds		Restricted funds		Total		Unrestricted funds general		Restricted funds		Total	
		2020	£	2020	£	2020	£	2019	£	2019	£	2019	£
		17,153		100		17,253		20,517		30		20,547	
	Donations and gifts												
	Deferred income												

ONLINE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

4 Incoming resources from charitable activities

	Worcestershire County Council Grants & Contracts	Herefordshire Council Grants & Contracts	Other Grants	Paid for Services	Social Enterprise	Council Spot Sales	Total 2020	Total 2019
	2020 £	2020 £	2020 £	2020 £	2020 £	2020 £	2020 £	2019 £
Income within charitable activities								
Opening deferred income	400,000	193,200	412,669	113,622	34,194	56,047	1,209,732	978,009
Less: deferred income	4,767 (4,767)	-	9,833 (29,330)	-	-	-	14,600 (34,097)	17,974 (14,600)
	400,000	193,200	393,172	113,622	34,194	56,047	1,190,235	981,383
Analysis by fund								
Unrestricted funds - general	400,000	193,200	349,579	113,622	34,194	56,047	1,146,642	276,038
Unrestricted funds - designated	-	-	-	-	-	-	-	656,771
Restricted funds	-	-	43,593	-	-	-	43,593	48,574
	400,000	193,200	393,172	113,622	34,194	56,047	1,190,235	981,383

Deferred income

Income is deferred where the contract terms fall outside the current year.

ONLINE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

4 Incoming resources from charitable activities	(Continued)						
	Worcestershire County Council Grants & Contracts	Herefordshire Council Grants & Contracts	Other Grants	Paid for Services	Social Enterprise	Council Spot Sales	Total 2019
	£	£	£	£	£	£	£
Income within charitable activities	463,571	193,200	141,264	65,775	56,818	57,381	978,009
Opening deferred income	4,767	-	12,707	500	-	-	17,974
Less: deferred income	(4,767)	-	(9,833)	-	-	-	(14,600)
	463,571	193,200	144,138	66,275	56,818	57,381	981,383
Analysis by fund							
Unrestricted funds - general	-	-	95,564	66,275	56,818	57,381	276,038
Unrestricted funds - designated	463,571	193,200	-	-	-	-	656,771
Restricted funds	-	-	48,574	-	-	-	48,574
	463,571	193,200	144,138	66,275	56,818	57,381	981,383

Deferred income

Income is deferred where the contract terms fall outside the current year.

ONLINE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

5	Grants receivable for core activities	Unrestricted funds		Restricted funds		Total		Unrestricted funds		Restricted funds		Total	
		general	2020	£	2020	£	2020	£	2019	£	2019	£	2019
	Grants receivable for core activities												
	The Henry Smith Charity	-		23,192	23,192							24,475	24,475
	Swap and Share Worcester	-		8,000	8,000							-	-
	Inclusive Growth	-		9,984	9,984							-	-
	Job Coach	-		2,417	2,417							-	-
	Age UK Herefordshire & Worcestershire		112,700	-	112,700							-	-
	Eveson Grant		4,000	-	4,000							6,000	6,000
	Community Solutions	-		-	-							-	-
	Elbury Moor Medical Centre		54,600	-	54,600							1,999	1,999
	Worcester City Council - Community Solutions, Social Prescribing											-	-
	Vale of Evesham Medical Network	42,239		-	42,239							-	-
	Wyre Forest Network	28,627		-	28,627							-	-
	Wyre Forest Health Partnership	17,057		-	17,057							-	-
	The Droitwich Spa Medical practice	23,491		-	23,491							-	-
	Community First	31,195		-	31,195							-	-
	R S Brownlees Charitable Trust	35,670		-	35,670							-	-
	Mills & Reeve Charitable Trust	-		-	-							-	-
	CB & HH Taylor 1984 Trust	-		-	-							1,000	1,000
	The Sobell Foundation	-		-	-							500	500
												7,500	7,500

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2020**

5	Grants receivable for core activities					(Continued)
	Redditch Borough Council	-	-	-	-	6,500
	Big Lottery - Big Potential	-	-	-	-	600
		349,579	43,593	393,172	92,564	48,574
						141,138

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

6 Fundraising income

	Unrestricted funds general 2020 £	Unrestricted funds general 2019 £
Fundraising events	36,525	20,773

7 Investment income

	Unrestricted funds general 2020 £	Unrestricted funds general 2019 £
Interest receivable	138	117

8 Other income

	Unrestricted funds general 2020 £	Unrestricted funds general 2019 £
Other income	3,714	1,849

9 Raising funds

	Unrestricted funds general 2020 £	Unrestricted funds general 2019 £
Fundraising expenditure		
Staging fundraising events	2,181	4,672
	2,181	4,672

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

10 Charitable activities

	Resources expended on charitable activities 2020 £	Resources expended on charitable activities 2019 £
Staff costs	965,030	822,185
Depreciation and impairment	4,250	5,249
Travel and subsistence	36,135	31,046
Staff and volunteer training	12,531	11,800
Volunteer expenses	6,189	5,835
Café Mix and Bakery provisions and equipment	21,639	13,627
	<u>1,045,774</u>	<u>889,742</u>
Share of support costs (see note 11)	137,904	122,092
Share of governance costs (see note 11)	7,062	7,828
	<u>1,190,740</u>	<u>1,019,662</u>
Analysis by fund		
Unrestricted funds - general	1,150,162	304,890
Unrestricted funds - designated	-	660,589
Restricted funds	40,578	54,183
	<u>1,190,740</u>	<u>1,019,662</u>

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

11 Support costs

	Support costs	Governance costs	2020	Support costs	Governance costs	2019
	£	£	£	£	£	£
Stationery	8,998	-	8,998	6,742	-	6,742
Telephone	24,919	-	24,919	21,483	-	21,483
Printing, publicity and advertising	1,279	-	1,279	8,102	-	8,102
Insurance	3,781	-	3,781	3,505	-	3,505
Rent	36,074	-	36,074	36,169	-	36,169
Heat and light	4,507	-	4,507	3,393	-	3,393
Repairs and maintenance	5,745	-	5,745	4,818	-	4,818
Legal and consultancy	5,997	-	5,997	2,136	-	2,136
Subscriptions	1,352	-	1,352	846	-	846
Computer costs	23,952	-	23,952	17,215	-	17,215
Postage	50	-	50	2,106	-	2,106
Staff recruitment costs	11,406	-	11,406	1,774	-	1,774
Bank charges	535	-	535	387	-	387
Website costs	570	-	570	3,847	-	3,847
Database costs	-	-	-	3,168	-	3,168
Payroll preparation costs	2,808	-	2,808	2,241	-	2,241
Leaflet costs	109	-	109	114	-	114
General office expenses	4,125	-	4,125	4,018	-	4,018
Bad debts written off	1,697	-	1,697	28	-	28
Audit fee	-	6,120	6,120	-	5,280	5,280
AGM costs	-	75	75	-	1,741	1,741
Trustee meeting costs	-	867	867	-	807	807
	<u>137,904</u>	<u>7,062</u>	<u>144,966</u>	<u>122,092</u>	<u>7,828</u>	<u>129,920</u>
Analysed between						
Charitable activities	<u>137,904</u>	<u>7,062</u>	<u>144,966</u>	<u>122,092</u>	<u>7,828</u>	<u>129,920</u>

Governance costs includes auditors' remunerations of £6,120 (2019 : £5,280).

12 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year.

During the year 2019-20, 1 Trustee claimed for travel and other expenses incurred, in total these amounted to £227 (2019: 1 trustee was reimbursed £239). The trustee donated the expenses of £227 back to the charity.

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2020**

13 Employees

Number of employees

The average monthly number of employees during the year was:

	2020	2019
	Number	Number
Advocacy and administrative personnel	53	44

Employment costs

	2020	2019
	£	£
Wages and salaries	887,472	752,545
Social security costs	48,151	41,926
Other pension costs	29,407	27,714
	<u>965,030</u>	<u>822,185</u>

Total key management personnel remuneration benefits for the year amounted to £140,856 (2019: £138,420)

There were no employees whose annual remuneration was £60,000 or more.

14 Tangible fixed assets

	Fixtures, fittings & equipment	Motor vehicles	Total
	£	£	£
Cost			
At 1 April 2019	51,352	10,000	61,352
Additions	17,403	-	17,403
At 31 March 2020	<u>68,755</u>	<u>10,000</u>	<u>78,755</u>
Depreciation and impairment			
At 1 April 2019	43,476	10,000	53,476
Depreciation charged in the year	4,250	-	4,250
At 31 March 2020	<u>47,726</u>	<u>10,000</u>	<u>57,726</u>
Carrying amount			
At 31 March 2020	<u>21,029</u>	<u>-</u>	<u>21,029</u>
At 31 March 2019	<u>7,876</u>	<u>-</u>	<u>7,876</u>

ONLINE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2020**

15 Debtors

	2020 £	2019 £
Amounts falling due within one year:		
Trade debtors	53,649	41,374
Other debtors	300	500
Prepayments and accrued income	91,490	79,931
	<u>145,439</u>	<u>121,805</u>

16 Creditors: amounts falling due within one year

	Notes	2020 £	2019 £
Other taxation and social security		14,884	11,646
Deferred income	17	34,097	14,600
Trade creditors		14,104	16,248
Other creditors		61,699	7,536
Accruals and deferred income		28,930	13,749
		<u>153,714</u>	<u>63,779</u>

17 Deferred income

	2020 £	2019 £
Arising from government grants	4,767	4,767
Other deferred income	29,330	9,833
	<u>34,097</u>	<u>14,600</u>

Income received in the year has been deferred until the next financial year and will be recognised when the services have been performed.

18 Retirement benefit schemes

Defined contribution schemes

The charge to the statement of financial activities in respect of defined contribution schemes was £29,407 (2019: £27,714).

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

19 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2018 £	Movement in funds			Balance at 1 April 2019 £	Movement in funds			Transfers 31 March 2020 £	Balance at 31 March 2020 £
		Incoming resource £	Resources expended £	Transfers £		Incoming resource £	Resources expended £	Transfers £		
ASD Mentoring & Befriending	240	-	(240)	-	-	-	-	-	-	-
Cafe Mix & Bakery Grant	131	-	(131)	-	-	-	-	-	-	-
Swap & Share (Worcester)	2,162	9,999	(12,161)	-	-	8,000	(6,769)	-	-	1,231
Swap & Share (Malvern)	1,717	-	(1,717)	-	-	-	-	-	-	-
Reconnections - The Henry Smith Grant	-	24,505	(25,215)	710	-	23,192	(22,846)	-	-	346
Redditch Community Advocacy	618	6,500	(7,119)	1	-	-	-	-	-	-
Big Potential - Advocacy in Care Homes	-	600	(600)	-	-	-	-	-	-	-
Eveson Trust - Connected	-	6,000	(6,000)	-	-	-	-	-	-	-
Access to Justice	-	1,000	(1,000)	-	-	-	-	-	-	-
Job Coach Employment Support	-	-	-	-	-	2,417	(2,922)	505	-	-
Inclusive Growth	-	-	-	-	-	9,984	(8,041)	-	-	1,943
Promotion Events, Donations and Fundraisers	-	-	-	-	-	100	-	-	-	100
	4,868	48,604	(54,183)	711	-	43,693	(40,578)	505	-	3,620

The purpose of each fund is as follows:

ASD Mentoring & Befriending Service - to provide support for people with autism.

Cafe Mix & Bakery - donation for equipment and signage

Swap & share – part of the Communities together initiative, supporting the exchange of skills and time between community members in Worcester and Malvern.

ONSHORE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

19 Restricted funds

(Continued)

The Henry Smith Grant – to expand the Reconnections programme of support for vulnerable and chronically lonely older people by introducing a paid mentor to work with those who have more complex needs

Redditch Community Advocacy - to provide independent support through a volunteer-based community advocate to enable and support people living in the community with chronic long-term health conditions.

Big Potential - a fund established by the Big Lottery fund to help charities and social enterprise access finance.

Eveson Trust grant - to develop support for vulnerable adults with early onset dementia through peer support activities

Access to Justice - to enable access to free legal advice for vulnerable people in Worcestershire.

Job coach employment support - this is a project funded by Big Lottery and ESF to support people furthest from the job market into employment.

Inclusive Growth - project funded by Worcester City Council to provide advocacy support to enable people with complex needs to access training or employment.

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2020

20 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				Movement in funds		
	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2019 £	Incoming resources £	Balance at 31 March 2020 £
Maintenance Fund	4,015	-	(566)	(3,449)	-	-	-
Worcestershire County Council Advocacy Contract	51,237	410,000	(406,751)	(54,486)	-	-	-
Independent Mental Health Advocacy	-	193,200	(197,886)	4,686	-	-	-
Connected	1,815	53,571	(55,386)	-	-	-	-
	<u>57,067</u>	<u>656,771</u>	<u>(660,589)</u>	<u>(53,249)</u>	<u>-</u>	<u>-</u>	<u>-</u>

The purpose of each fund is as follows:

Maintenance fund - represents money set aside for the redecoration of the premises which the charity has a contractual requirement in their lease to redecorate every three years.

Worcestershire Advocacy - to provide advocacy support throughout Worcestershire.

Herefordshire Advocacy Contract - to provide generic advocacy IMCA and IMHA services across Herefordshire.

ConnectED - to provide support to people with early onset dementia.

The designated fund balances were reclassified in 2019 by trustees to unrestricted funds.

ONSIDE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2020**

21 Analysis of net assets between funds

Fund balances at 31 March 2020 are represented by:

Tangible assets

Current assets/(liabilities)

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £	Unrestricted funds 2019 £	Designated funds 2019 £	Restricted funds 2019 £	Total 2019 £
	21,029	-	21,029	7,876	-	-	7,876
	159,752	3,620	163,372	121,581	-	-	121,581
	180,781	3,620	184,401	129,457	-	-	129,457

ONLINE INDEPENDENT ADVOCACY

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2020

22 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2020 £	2019 £
Within one year	27,914	35,350
Between two and five years	50,625	12,522
	<u>78,539</u>	<u>47,872</u>

Lease payments recognised as an expense during the year amounted to £29,746 (2019 - £29,873).

23 Related party transactions

There were no disclosable related party transactions during the year (2019 - none).

24 Cash generated from operations

	2020 £	2019 £
Surplus for the year	54,944	335
Adjustments for:		
Investment income recognised in statement of financial activities	(138)	(117)
Depreciation and impairment of tangible fixed assets	4,250	5,249
Movements in working capital:		
(Increase) in debtors	(23,634)	(18,417)
Increase/(decrease) in creditors	70,438	(2,913)
Increase/(decrease) in deferred income	19,497	(24,907)
Cash generated from/(absorbed by) operations	<u>125,357</u>	<u>(40,770)</u>

25 Analysis of changes in net funds

The charity had no debt during the year.