**Solo Housing (East Anglia)** 

(A Company Limited by Guarantee)

Company Number: 03266905 Charity Number: 1068017 Regulator of Social Housing number: 4696

**Audited Financial Statements** 

For the year ended 31 March 2019



## Year ended 31 March 2019

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## Solo Housing (East Anglia) (A Company Limited by Guarantee) Year ended 31 March 2019

The Executive Committee submit the annual Report and audited Financial Statements for the year ended 31 March 2019.

## Members of the Board and Professional Advisors

Charity Name:	Solo Housing (East Anglia)
Company Number:	03266905
Charity Number:	1068017
Homes and Communities Agency Registration Number:	4696
Executive Committee (Trustees):	S Hanlin (Chairperson) A Archer (Appointed 20 November 2018) M Black (Secretary) G Brown (Resigned 20 November 2018) D Crossman J Dell A Drummond (Appointed 20 November 2018) P Ellick (Appointed 20 September 2018) K Hounsome D Sice
Registered Office/Principal Office:	12A St Nicholas Street Diss Norfolk IP22 4LB
Chief Executive:	C Howell
Auditor:	Lovewell Blake LLP Chartered Accountants & Statutory Auditor Bankside 300 Peachman Way Broadland Business Park Norwich NR7 0LB
Bankers:	Lloyds Bank plc 3 Market Hill Diss Norfolk IP22 3JZ

#### REFERENCE AND ADMINISTRATIVE DETAILS

Reference and administrative details are shown in the schedule of members and professional advisors on Page 1 of the Financial Statements.

### PRINCIPAL ACTIVITIES

There are two principal activities of the organisation: Supported Housing within Solo's hostel and other supported housing located in Norfolk and Suffolk, and a Lodgings Service in Norfolk and Suffolk for single homeless people, where we match homeless people to people who wish to rent out a room in their home. All of our service users were homeless or under threat of homelessness and many have slept rough or were sofa surfers. Solo provides support to residents through key working, development of tenancy sustainment skills, resettlement into permanent accommodation and homelessness prevention services.

#### **STRUCTURE**

Solo Housing registered as a Registered Provider on 5<sup>th</sup> March 2012, however the Charity itself was established in 1985, and the Charity became a Company Limited by Guarantee in 1996. It is governed by a Memorandum and Articles of Association.

#### **REVIEW OF THE BUSINESS**

#### **SERVICE DELIVERY**

## Key achievements in 2018 to 19:

- Completed a consultation process to develop a Five-Year Business Plan having involved the board, residents, staff and wider stakeholders. The 5-year Business plan was launched in quarter one.
- Commenced work on a feasibility study to consider development options for our Old Post Office site in Diss.
- Awarded funding via the Norfolk County Council Lift Trials fund to recruit a former Housing Related Support resident to a new Housing Management trainee post to support our Norfolk delivery.
- Commenced the development of a new website and residents handbook, co-producing both resources in conjunction with Solo residents.
- Worked in partnership with Waveney District Council (now East Suffolk Council) on the redevelopment of a
  former House in Multiple Occupation (HMO) to deliver an exemplar 6 bed HMO which opened in October
  2018. Solo Housing agreed a Housing Management contract with the local authority to ensure the effective
  management of a 6-bed shared house.
- Completed a full review and renewal of all IT and telephony equipment and IT and telephony support contracts to achieve greater efficiency, support remote working and achieve better value for money.
- Introduced a new online Human Resource package to improve absence recording and reporting and support remote working.
- Extended our repairs and maintenance service level agreement with Orwell Housing to cover South Norfolk areas.
- Expanded our partnership approach with local authorities to support homelessness prevention and the implementation of the Homelessness Reduction Act.
- Launched a new Lodgings service in Colchester in October 2018.
- Reviewed and developed our Health and Safety policies and procedures to ensure continuous improvement and compliance with best practice and regulation.
- Secured Warm and Well funding to help some of our residents cope with the extra costs of heating in the winter.
- Increased the level of donations and fund-raised funds to support our work.
- Updated our rent setting policy for all Housing Related Support bed spaces and general needs accommodation, to ensure we continue to deliver value for money and meet the Social Housing Regulator standard.

# Solo Housing (East Anglia) (A Company Limited by Guarantee) Report of the Executive Committee for the year ended 31 March 2019

- · Reviewed and updated our Safeguarding Policy and procedures.
- Introduced new policies and procedures to ensure compliance with the new GDPR regulations.
- Delivered a very successful football tournament funded by Suffolk Recovery Services Suffolk involving supported accommodation agencies in the area and involving more than 100 residents of supported accommodation taking part in the event.

### **Housing Related Support**

We provide 105 bed spaces of Supported Accommodation across Norfolk (Breckland and South Norfolk) and Suffolk (Babergh and Mid Suffolk).

Supported accommodation is delivered within properties that we own and we also lease properties from private landlords in Norfolk and Suffolk. We own 18 support accommodation bed spaces. We also have a Housing Management agreement with Orbit Housing Association for 6 self-contained flats.

Solo works in Partnership with Orwell Housing to deliver 40 bed spaces of Supported Accommodation in Babergh and Mid Suffolk (6 bed spaces are provided by Orwell HA the remainder are Private Rented Sector properties).

#### Rent arrears

The average monthly current resident arrears remained stable throughout 2018-19 with the first six months (April to September 2018) averaging £14,503 and the last six months (October 2018 to March 2019) averaging £14,948.

- The Norfolk Visiting Service achieved 87% rent receivable income against budget
- The Suffolk Visiting Service achieved 82% rent receivable income against budget
- The Old Post Office achieved 98% rent receivable income against budget

A review of our rent collection and enforcement procedures was undertaken during the year and processes were revised to support more proactive collection of rent (including an escalation process based on numbers of weeks no payments were made) — overall the average rent collection across the three services was 89% for 2018-19. We continue to manage any resident claims where they are in receipt of Universal Credit; housing costs for support residents continue to be paid directly to the landlord.

### Voids and Out of Commission bed spaces (HRS) (target 5% voids across all three services):

- The Norfolk Visiting Service the full year figures were 3.12% voids and 5.26% out of commissions.
- The Suffolk Visiting Service- the full year figures were 3.6% voids and 1.52% out of commissions.
- The Old Post Office service the full year figures were 4.77% voids and 1.13% out of commissions.

The statistics above represent a significant improvement in void and out of commission management compared to last year (2017-18). The average void and out of commission rate across the three services has halved from 13% (2017-18) to 6.46% (2018-19).

## Planned move on (target 65% positive move on for each service):

- The Norfolk Visiting Service 50% residents achieved a positive move on
- The Suffolk Visiting Service 58% residents achieved a positive move on
- The Old Post Office service 72% residents achieved a positive move on

There has been a small average increase (2%) in planned moves across the three services and the overall performance is 60% (compared to 58% in the previous year). There has been a significant decrease in abandonments from 6 in 2017-18 to 3 in 2018-19.

## Solo Housing (East Anglia)

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## The Lodgings & Shared Housing Service

Our services are funded via Flexible Homelessness grants from Waveney, Suffolk Coastal, South Norfolk District, Babergh and Mid Suffolk and Colchester Borough Homes.

The Lodgings Service seeks to match people who have one or more spare rooms they would like to rent out; with single people who have little or no support needs and who require accommodation. Landlords can be homeowners (with consent from the lender) or tenants (with consent to take in lodgers from the landlord).

During the year we could offer over 178 lodgings bed spaces; working with 123 landlords across Norfolk, Suffolk and Essex.

The service continued to be in high demand, we received a total of 317 referrals across all 6 areas. This is an increase of 24% on the previous year.

### **Lodgings Placements and Bed Spaces**

A comprehensive review of all landlords previously worked with was undertaken to determine the levels of active lodgings spaces and remove records for those no longer active and following this the team secured an additional 64 bed spaces across the lodging delivery areas.

Referr	als received	TOTALS
•	Local Authority	263
•	Agency	8
•	Self	46
•	Total	317

<ul> <li>Number of bed spaces removed on review</li> <li>Number of bed spaces gained</li> <li>Total number of bed spaces maintained</li> <li>Total number of landlords on register</li> </ul>	TOTALS 80 64 178 123
Placements/outcomes	
<ul> <li>Number of referrals who did not engage</li> </ul>	89
<ul> <li>Number of referrals who accepted lodgings space</li> </ul>	49
Number who refused lodgings offer	49
<ul> <li>Number referred to Housing Related Support</li> </ul>	22
<ul> <li>Number accommodated via another outcome</li> </ul>	49
<ul> <li>Number accommodated in another LA area</li> </ul>	2

#### 560 London Road South

From 1<sup>st</sup> October 2018, we commenced a new project to accommodate 6 people in self-contained rooms within a House in Multiple Occupation (HMO) providing management of both the property and the tenants. The project is funded by Waveney District Council for an initial 1-year period to ensure the scheme is viable and produces the results required by Waveney District Council. The management performance of this project has been excellent, and all rooms have been occupied consistently except one room being Out of Commission for a total of 2 weeks and void for 6 days.

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Report of the Executive Committee for the year ended 31 March 2019

### **CORPORATE GOVERNANCE**

The Executive Committee (the board) confirmed the adoption of the National Housing Federation Code 'Excellence in Governance' (2015). There are nine key principles of governance contained within the code, these are; ethics, accountability, customer first, openness, diversity and inclusion, review and renewal, clarity, control and structures. The principles underpin the delivery of all services, quality assurance and financial management and the code of governance provides us with a structure to ensure the board delivers effective governance of the organisation.

## Recruitment, Appointment and Induction of Trustees (Executive Committee members)

During the year two board members resigned and invitations were extended to recruit suitable men and women to become Trustees to incorporate the required skills to govern the organisation, following consultation with the existing body of Trustees. Potential trustees are matched against the skills and key objectives identified within the Business Strategy. Once suitable candidates were identified they were invited as an observer at a Committee meeting and provided with an induction pack. Induction includes a meeting with the Chief Executive and the Chair and a visit to at least one project to familiarise themselves with the workings of the charity. During the year three new trustees were recruited. The Executive Committee is also keen to expand the membership of the company and actively seeks new members. During the year the committee has also sought to involve Solo residents in the committee meetings, working with the hostel staff to recruit residents who may like to attend the meetings in an advisory capacity.

### Composition and Role of the Executive Committee

The nine members at the date of this report are listed on page 1. During the year the Executive Committee met on five occasions, plus the AGM held in November 2018. During the year we reviewed and refreshed the terms of reference for the Finance, Audit and Risk sub committee, the Executive Committee and also the role descriptions for Executive Committee members and the Treasurer role. The board has agreed terms of reference and a schedule of significant matters reserved for its decision, which includes approval of the business plan, the allocation of financial resources, acquisitions and disposals, annual budgets, senior executive appointments, treasury policy and risk management. Responsibility for the Organisation's day to day operations is delegated to the Chief Executive.

## **Administration and Accounts**

The Central Staff Team consisted of Beverley McRickus, the Admin and Accounts Manager, Lesley Higgs, PA to the CEO and Committee Clerk, Christina Arnold and Ella Moss, our Admin Workers.

## **Public Benefit**

The Executive Committee have paid due regard to the Charity Commission guidance on public benefit.

'The objects for which the Organisation is established are to relieve need, hardship and distress amongst persons who are homeless and single in East Anglia and to provide social housing to such persons who are without suitable accommodation.'

The Committee is confident that Solo Housing's objectives are being met.

#### INTERNAL CONTROL ASSURANCE

The Executive Committee has overall responsibility for establishing and overseeing a framework of delegation and the system of internal control and for reviewing its effectiveness in line with the organisation's governance documentation, policies and procedures.

No system of internal control can provide absolute assurance or eliminate all risk. The system of internal control is designed to manage risk and to provide reasonable assurance that key business objectives and expected outcomes will be achieved. It also exists to give reasonable assurance about the preparation and reliability of financial and operational information and the safeguarding of the organisation's assets and interests.

Scrutiny of the organisation's internal controls is undertaken by the Finance, Audit Committee and Risk sub committee. This has terms of reference approved by the Executive Committee.

The process adopted by the Executive Committee in reviewing the effectiveness of the system of internal control and fraud management together with some of the key elements of the control framework includes:

#### Risk Management

Management responsibility has been clearly defined for the identification, evaluation and control of significant risks. There is a format and ongoing process of management review in each area of the organisation's activities. The senior management team consider significant risks facing the organisation and look to ways to mitigate these. The Chief Executive is responsible for reporting to the Executive Committee any significant changes affecting key risks. The Risk Management Plan is monitored by the CEO and reviewed by the committee every six months. In addition, if a significant risk is identified between meetings the Executive will be advised immediately by the CEO.

## Monitoring and corrective action

A process of control self-assessment and regular management reporting on control issues provides hierarchical assurance to successive levels of management and to the Executive Committee. This includes a rigorous procedure for ensuring that corrective action is taken in relation to any significant control issues, particularly those with a material impact on the financial statements.

#### Control environment and control procedures

The Executive Committee retains responsibility for a defined range of issues covering strategic, operational, and financial and compliance matters including new investment projects. The organisation has a framework of standing orders, delegated authorities' policies and procedures to manage levels of authority and decision making and employees must comply with these. These cover issues such as financial controls and authorisation, health and safety, data protection, confidentiality and whistleblowing & safeguarding.

During the year the Executive Committee completes periodic reviews of policies and procedures triggered by agreed review dates used within the organisation.

#### Performance management and financial reporting systems

Financial reporting procedures include detailed budgets for the year ahead and monthly management accounts. These are reviewed and approved by the Finance, Audit and Risk Sub Committee and the Executive Committee. The Executive Committee reviews key performance reports at each meeting to assess progress towards the achievement of key business objectives, targets and outcomes. One of the key standing orders of the Finance, Audit and Risk Sub Committee is to regularly review the internal control framework and the risk management process.

The Executive Committee confirms that there is an ongoing process for identifying, evaluating and managing significant risks faced by the organisation. This process has been in place throughout the year under review and is regularly reviewed by the Executive Committee.

## Fraud prevention and detection

The Executive Committee has adopted a whistle blowing procedure for residents, service users and staff that have been communicated to all staff and service users. Where fraud is attempted, suspected or discovered, there is an anti-fraud and corruption policy in place to guide any investigation and report the findings. A detailed record of all reported losses and compensation (resulting from fraud or not) is maintained, the effects financial or otherwise and the implications for the system of internal control are recorded and reported to the Executive Committee quarterly.

No fraud has been detected in 2018 to 2019.

### **VALUE FOR MONEY**

The Regulator of Social Housing (RSH) has published a new value for money standard which must be adhered to by registered Providers. This includes the need to publish nine measures in a standard form to enable comparison across the sector, accepting that there will be variances associated with each business's policies, strategy and focus.

	VFM Metric	2018
1.	Reinvestment %	3.0%
2.	New supply delivered (social housing units %)	-
3.	New supply delivered (non-social housing units %)	
4.	Gearing %	16.4%
5.	EBITA MRI interest cover %	1,000.0%
6.	Headline social housing cost per unit	£11.90
7.	Operating margin (social housing) %	-
8.	Operating margin (overall) %	11.1%
9.	ROCE %	11.1%

### PRINCIPAL FUNDING SOURCES

Income includes housing benefit, rental income, grants and donations. The main sources of grants and donations during the year were:

	£
Housing Related Support - Norfolk : Old Post Office	76,612
Housing Related Support - Suffolk : Suffolk Visiting Support	175,521
NCF Grant (Warm & Well Fund)	2,700
Big Sky Developments	11,500
Babergh & Mid Suffolk	16,400
Waveney District Council (East Suffolk Council)	20,788
Colchester Borough Council	5,250
Suffolk Coastal Council (East Suffolk Council)	20,000
Screwfix	3,194
Paul Bassham Charitable Trust	2,000
Bressingham Fuel Allotment Charity	2,000
Homeless and Recovery Champions League	1,200

### **FINANCIAL REVIEW**

The organisation generated a net surplus for the year ended 31 March 2019 of £140,633 compared to a net deficit of £45,425 last year. During the prior year the organisation revalued its properties resulting in a decrease in valuation of £91,240 which contributed to the deficit. Despite the negative valuation of the property for the year ended 31 March 2018, the charity managed to generate an operational surplus of £45,815.

## **RESERVES**

All surpluses generated by the company are transferred to reserves and included on the balance sheet. Over the life of the Business Plan (5 years) we aim to have unrestricted reserves sufficient to meet six months costs should the organisation cease to operate. These reserves will include unrestricted cash and equity held within the freehold properties, owned by the charity, which would be released on sale or transfer to a similar organisation. The reserves are held to cover costs such as salaries, mortgage repayments, lease payments to break clauses, dilapidations and repair costs and other operating costs. Whilst some income would be received during a period of decommissioning services, this would be used to cover property overheads and a contribution towards salaries.

The Finance, Audit and Risk Sub committee monitors the level of cash reserves in the bank at each meeting and the Reserves Policy is reviewed annually.

Free reserves in the revenue reserve amounting to £224,840 (2018: £104,750).

In addition to the above we hold reserves designated for particular purposes (for example planned maintenance). £165 (2018: £9,645) was held within restricted funds at the year end.

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#### **EMPLOYEES**

Solo Housing is committed to providing equal employment opportunities to disabled, ethnic minority and part time workers. The organisation recognises that all employees should be appropriately trained to enable them to fulfil their responsibilities whatever their role in the organisation. The organisation has a comprehensive Health and Safety policy with detailed procedures which are communicated to all staff. We have a contract with Peninsula Business Services to provide us with up to date information and advice on human resources and health and safety to ensure that we are fully compliant with legislation.

#### **INVESTMENTS**

It is Solo Housing's policy to ensure that all funds are managed effectively. Solo Housing will endeavour to secure interest revenue that meets budgetary expectations. All investments are considered in relation to how they may impact on the balance sheet.

### **PLANS FOR FUTURE PERIODS**

The five-year Business Plan covers the period 2018 to 2023 and incorporates 6 overarching objectives which are as follows:

- Good governance and effective decision-making processes
- Strong leadership
- Develop and expand our support and accommodation provision
- Working in partnership to underpin our work
- Enabling effective and efficient delivery and maintaining a skilled workforce
- Meeting local need

A progress reporting structure against key actions in the plan has been devised for biannual reporting to the Executive Committee using a RAG (red amber green) rating to highlight where actions are on track or require further focus. The report also aligns activity to 'the Three Es' (economy, efficiency and effectiveness) in relation to the Value for Money standard.

The Executive Committee adopts a robust approach to value for money and decision making, which includes rigorous appraisal of options to deliver the strategic objectives of the Business Plan. Economy, efficiency and effectiveness should underpin every aspect of our decision making and delivery to maximise the impact of the organisation and achieve value for money. Decision making regarding delivery needs to be assessed against organisational risk and our social purpose as a charity and social housing provider.

As a smaller registered provider partnership working is vital to allow us to maximise our opportunities. We will continue to work with other larger providers to explore potential key projects. Partnership working with the private sector, local authorities, other registered providers and wider stakeholders will also facilitate the scoping and development of any social enterprise to both generate funds and provide our residents with employment and training opportunities.

Investment into improved infrastructure and support has enabled staff to work more effectively and has supported the overall improvement in performance. We will seek to continue to improve performance over the period of the Business Plan.

We are fortunate in having property assets within the company and work is underway to ensure these assets are achieving best value and maximum impact to deliver innovative solutions to meet housing need.

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Report of the Executive Committee for the year ended 31 March 2019

### STATEMENT OF THE EXECUTIVE COMMITTEE'S FINANCIAL RESPONSIBILITIES

The Executive Committee (who are also directors of Solo Housing East Anglia for the purposes of company law) are responsible for preparing the Report of the Board and the financial statements in accordance with applicable law and regulations.

Company law and registered social housing legislation require the Executive Committee to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the organisation and of its income and expenditure for that period. In preparing the financial statements, the Executive Committee is required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the organisation will continue in business.

The Executive Committee is responsible for keeping adequate accounting records that are sufficient to show and explain the organisation's transactions and disclose with reasonable accuracy at any time the financial position of the organisation and to enable it to ensure that the financial statements comply with the Companies Act 2006, the Housing and Regeneration Act 2008 and the Accounting Direction for private registered providers of social housing in England 2015. They are also responsible for safeguarding the assets of the organisation and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

We, the directors of the charity who hold office at the date of approval of these Financial Statements, as set out above, can confirm so far as we are aware that:

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

#### **AUDITOR**

A resolution to reappoint Lovewell Blake LLP as auditor will be put to the Annual General Meeting.

The Report of the Executive Committee has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the Executive Committee by:

S Hanlin – Chairperson Date: 6–09–2019

## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SOLO HOUSING (EAST ANGLIA)

#### **Opinion**

We have audited the financial statements of Solo Housing (East Anglia) (the 'association') for the year ended 31 March 2019 which comprise the Statement of Comprehensive Income, the Balance Sheet, the Statement of Changes in Reserves, the Statement of Cash Flows, and 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 association's affairs as at 31 March 2019, and of its incoming resources and application of resources, including its income and expenditure, 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, the Housing and Regeneration Act 2008 and the Accounting Direction for private registered providers of social housing in England 2019.

## **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 association 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 board's use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the board has not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the association'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 board is responsible for the other information. The other information comprises the information included in the Report of the Executive Committee, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, 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.

### Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Executive Committee for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Executive Committee has been prepared in accordance with applicable legal requirements.

#### Matters on which we are required to report by exception

In the light of our knowledge and understanding of the association and its environment obtained in the course of the audit, we have not identified material misstatements in Report of the Executive Committee.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- · certain disclosures of board members' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the board were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the Report of the Executive Committee and take advantage of the small companies' exemption from the requirement to prepare a strategic report.

In addition, we have nothing to report in respect of the following matter where the Housing and Regeneration Act 2008 requires us to report to you if, in our opinion:

a satisfactory system of control over transactions has not been maintained.

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Auditors Report for the year ended 31 March 2019

## Responsibilities of the board

As explained more fully in the board's responsibilities statement set out on page 9, the board members (who are also the directors of the association for the purposes 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 board 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 board is responsible for assessing the association'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 board either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

### Auditor's responsibilities for the audit of the financial statements

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: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

## Use of our report

This report is made solely to the association's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 137 of the Housing and Regeneration Act 2008. Our audit work has been undertaken so that we might state to the association's members those matters we are required to state to them in an auditor's 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 association and the association's members as a body, for our audit work, for this report, or for the opinions we have formed.

Bankside 300 Peachman Way Broadland Business Park Norwich NR7 0LB

Mark Proctor FCA DChA (Senior Statutory Auditor)
For and on behalf of Lovewell Blake LLP, Statutory Auditor

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## Statement of Comprehensive Income (including Income and Expenditure account)

## Year ended 31 March 2019

		General I	Fund
	Note	2019	2018
•		£	£
Turnover	5	1,410,096	1,303,950
Operating expenditure	6	(1,252,538)	(1,240,039)
Operating surplus	4	157,558	63,911
Downward revaluation of housing properties		-	(91,240)
Interest and financing costs	8	(16,925)	(18,096)
Total comprehensive income/(expenditure) for the year	7	<u> 140,633</u>	(45,425)

There are no unrecognised gains or losses during the year other than as stated above.

The statement of comprehensive income and expenditure account reflects the activity during the year which is of a continuing nature.

Signed on behalf of the Executive Committee by:

## Balance Sheet as at 31 March 2019

**Company Registration Number: 03266905** 

	Note	Total 2019	Total 2018
Fixed assets		£	£
Tangible fixed assets	12	1,190,332	1,193,692
Current assets			
Trade and other debtors Cash and cash equivalents	: <b>13</b> 	47,824 <u>260,779</u> 308,603	68,878 <u>121,828</u> 190,706
Creditors: Amounts falling due within one year	. ::14	(83,598)	(76,311)
Net current assets	÷.	<u>225,005</u>	114,395
Total assets less current liabilities	* /*	1,415,337	1,308,087
Creditors: Amounts falling due after more than one year	.15	(419,803)	(453,186)
Total net assets		995,534	854,901
Reserves Income and expenditure reserve:	16		
Revenue reserve  Designated reserve	,	886,454 16,400	736,341 16,400
Revaluation reserve Restricted reserve	16 16	92,515 165	92,515 9,645
Total Reserves	:	995,534	<u>854,901</u>

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

These financial statements were approved by the Executive Committee and are signed on their behalf by:

S Hanlin SM HE

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Date: 6-09-2019

## Statement of Changes in Reserves as at 31 March 2019

			•		•
	Revaluation Reserves £	General Fund £	Designated Fund £	Restricted Funds £	Total £
At 1 April 2017	92,515	782,173	16,400	9,238	900,326
(Deficit)/Surplus for the year	<del></del>	<u>(45,832)</u>		407	<u>(45,425)</u>
Total comprehensive income	-	(45,832)	-	407	(45,425)
Transfer between funds	<del></del>	=			
At 31 March 2018 and 1 April 2018	92,515	736,341	16,400	9,645	854,901
Surplus/(Deficit) for the year	<del>-</del>	140,253		<u>380</u>	<u>140,633</u>
Total comprehensive income	-	140,253	-	380	140,633
Transfer between funds	<del>-</del>	<u>9,860</u>		(9,860)	·
At 31 March 2019	<u>92,515</u>	<u>886,454</u>	<u>16,400</u>	<u> 165</u>	<u>995,534</u>

## Statement of Cash Flows as at 31 March 2019

		2019	2018
	Note	£	£
Net cash generated from operating activities	18	189,134	50,631
Cash flow from investing activities			
Payments to acquire tangible fixed assets		<del></del>	(2,207)
Net cash flow from investing activities		-	(2,207)
Cash flow from financing activities			
Loan repayments		(33,258)	(32,206)
Interest paid		<u>(16,925)</u>	<u>(18,096)</u>
Net cash flow from financing activities		<u>(50,183)</u>	(50,302)
Net increase/(decrease) in cash and cash equivalents		<u>138,951</u>	<u>(1,878)</u>
Cash and cash equivalents at 1 April 2018		<u>121,828</u>	123,706
Cash and cash equivalents at 31 March 2019		260,779	<u>121,828</u>
Cash and cash equivalents consists of:		·	
Cash at bank and in hand		<u>260,779</u>	121,828
Cach and cash equivalents at 31 March 2019		<u>260,779</u>	<u>121,828</u>

Notes to the Accounts
For the year ended 31 March 2019

### 1 General information

Solo Housing (East Anglia) is a Company Limited by Guarantee, a private registered provider of social housing in the United Kingdom. The address of the registered office is given in the information on page 1 of these financial statements. The nature of the Registered Provider's operations and principal activities are described on page 2 of these financial statements.

## 2 Statement of compliance

These financial statements have been prepared in accordance with applicable accounting standards including Financial Reporting Standard 102 *The Financial Reporting Standard Applicable in the UK and Republic of Ireland* (FRS 102), the Statement of Recommended Practice for Social Housing Providers 2014, and with the Accounting Direction for private registered providers of social housing in England 2015. The financial statements are also prepared under the requirements of the Housing and Regeneration Act 2008 and the Companies Act 2006.

The Registered Provider constitutes a public benefit entity as defined by FRS 102.

## 3 Accounting Policies

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

## (a) Basis of Accounting

The financial statements have been prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

The financial statements are prepared in sterling, which is the functional currency of the RP.

### (b) Fund Accounting

The Revenue Reserve consists of unrestricted funds which are available for use at the discretion of the trustees for the objectives of the Organisation.

The Designated Reserve consists of funds designated by the trustees for a particular purpose.

The Restricted Reserve consists of funds that the Organisation has been provided with for a particular purpose and it is the policy of the trustees to carefully monitor the application of those funds in accordance with the restrictions placed upon them.

Notes to the Accounts
For the year ended 31 March 2019

## 3 Accounting Policies (continued)

#### (c) Turnover

Donations are included in the year in which they are receivable, which is when the organisation becomes entitled to the resource.

Grants in respect of revenue expenditure are credited to the Income and Expenditure account on a receivable basis. Grants received in advance of the period to which they relate are shown within the Balance Sheet as deferred income and released to the Income and Expenditure account in the appropriate year.

Rental and other income is recognised within the Income and Expenditure account on a receivable basis.

### (d) Capital Grants

Grants received from non-government sources are recognised using the performance model. A grant which does not impose future performance conditions is recognised as revenue when the grant proceeds are received or receivable. A grant that imposes specified future performance-related conditions on the association is recognised only when these conditions are met. A grant received before the revenue recognition criteria are satisfied is recognised as a liability.

### (e) Expenditure

Resources expended are charged in the Statement of Comprehensive Income on an accruals basis including VAT which cannot be recovered.

### (f) Tangible Fixed Assets

Fixed assets costing more than £500 are capitalised and are included at cost, and are written off over their anticipated useful lives as follows:

Equipment 10% Reducing Balance Computer Equipment 25% Straight Line Motor vehicles 25% Reducing balance

## (g) Housing Properties

Housing Properties have been revalued at lower of the recoverable amount and replacement cost within the financial statements and will be revalued every five years, with an interim valuation during the third year. The differences between the revalued amounts are transferred to/from the Statement of Comprehensive Income.

Improvements are works which result in an increase in the net rental income, such as a reduction in future maintenance costs, or result in a significant extension of the useful economic life of the property in the business. Only the direct overhead costs associated with new developments or improvements are capitalised.

No depreciation is applied to the Housing Properties as they are subject to revaluation to market value every five years and thus any depreciation would be negligible.

### Notes to the Accounts (continued)

## For the year ended 31 March 2019

#### (h) Leases

Rentals payable under operating leases are charged on a straight-line basis over the term of the lease.

### (i) Pension Costs

The organisation operates a Defined Contribution Pension Scheme for employees. The assets of the scheme are held separately from those of the organisation. The contributions payable are charged to the Statement of Comprehensive Income as they fall due.

## (j) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

## (k) Cash at bank

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### (I) Creditors and provisions

Creditors and provisions are recognised where the organisation has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

### (m) Financial instruments

The organisation only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

## (n) Going concern

The financial statements have been prepared on a going concern basis as the committee believes that no material uncertainties exist. The committee have considered the level of funds held and the expected level of income and expenditure for the 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the Registered Provider to be able to continue as a going concern.

## Notes to the Accounts (continued)

## For the year ended 31 March 2019

4 Turnover and Opera	ating Surplus					
	Turnover	Operating Expenditure	2019 Operating Surplus	Turnover	Operating Expenditure	2018 Operating Surplus £
Supported housing lettings	£ 1,410,096	£ (1,252,538)	£ 157,558	£ 1,303,950	£ (1,240,039)	(63,911)
	1,410,096	(1,252,538)	157,558	1,303,950	(1,240,039)	(63,911)
5 Turnover from letting	s					
		» 			2019 £	2018 £
Donations Grants receivable ( Housing benefit and Other income			oport Grant)		4,340 334,745 1,070,274 737	766 350,392 952,270 522
	•				1,410,096	1,303,950
Voids					<u>(41,004)</u>	<u>(77,524)</u>
6 Operating costs from	m lettings					
		20 de			2019 £	2018 £
Staff costs (note 11 Rent - operating lea Water, insurance, e Maintenance, repai Office costs Travelling expenses Professional fees Depreciation Bank charges Other costs Bad debt write off Subcontractor costs	ases electricity and r rs and furnitur s				474,514 305,613 88,713 161,997 43,380 29,777 47,592 3,360 1,324 38,835 7,761 49,672	470,160 331,200 83,904 158,726 35,279 24,050 21,272 3,780 1,350 31,783 19,921 58,614

1,240,039

1,252,538

### **Notes to the Accounts (continued)**

## For the year ended 31 March 2019

7	Surplus / (Deficit) on Operating Activities		
	This is stated after charging	<b>2019</b> £	<b>2018</b> £
	Service charge and rental losses from bad debts Staff pension contributions Depreciation Auditor's remuneration - Auditor's remuneration relating to current year - Irrecoverable VAT - Payroll Operating lease rentals	20,816 23,920 3,360 7,550 1,888 1,891 305,613	36,590 22,174 3,780 7,295 1,359 430 <u>331,200</u>
8	Interest Payable and Similar Charges		
		<b>2019</b> £	<b>2018</b> £
	Interest on bank loans Interest on other loans	15,526 <u>1,399</u> <u>16,925</u>	16,697 <u>1,399</u> <u>18,096</u>

### 9 Taxation

The Company is a registered charity qualifying for exemption from corporation and capital gains tax to the extent that its income is applied for its charitable purposes.

## **10 Emoluments of Executive Officers**

For the purposes of this note Executive Officers consist of the Executive Committee and the Chief Executive

No Executive Committee members received any remuneration or reimbursed expenses during the year.

e remuneration paid to Executive Officers was as follows:  2019 £	2018 £
tal emoluments (excluding pension contributions) <u>56,342</u>	<u>51,875</u>

The Chief Executive is an ordinary member of the defined contribution pension scheme operated by the organisation, and no special arrangements are in place. Solo Housing (East Anglia) paid £2,880 (2018: £3,128) into the pension scheme on behalf of the Chief Executive Officer.

A total of £1,274 (2018: £1,194) was reimbursed to the Chief Executive Officer during the year in respect of travel and office costs incurred.

**Notes to the Accounts (continued)** 

## For the year ended 31 March 2019

11 Staff costs		•
•	2019 £	2018 £
Wages and salaries Social security costs Other pension costs	419,980 30,614 23,920 474,514	416,756 31,230 <u>22,174</u> <u>470,160</u>
Particulars for employees:  The average number of employees during the financial year were as follows:		
Number of administrative staff	7	5
Housing and support staff Total	<u>14</u> <u>21</u>	14 19

No employee received remuneration of more than £60,000 during the year (2018: Nil)

The organisation operates a defined contribution pension scheme. At the year end there is an amount included within creditors of £2,726 (2018: £2,056) owing to the scheme.

Key management personnel remuneration amounted to £132,335 (2018: £128,409) in respect of three employees (2018: five employees). The five employees in the prior year included two employees who left during the year.

## **Notes to the Accounts (continued)**

## For the year ended 31 March 2019

12 Fixed Assets	Housing Properties for letting (at valuation) £	Other Fixed Assets (at cost) £	Total £
Cost/Valuation As at 1 April 2018 and 31 March 2019	1,178,280	109,146	1,287,426
Depreciation As at 1 April 2018 Charge for the year As at 31 March 2019	8,280  8,280	85,454 <u>3,360</u> <u>88,814</u>	93,734 <u>3,360</u> <u>97,094</u>
Net book value after grants deducted As at 31 March 2019	<u>1,170,000</u>	<u>20,332</u>	<u>1,190,332</u>
As at 31 March 2018	<u>1,170,000</u>	<u>23,692</u>	<u>1,193,692</u>

During 2018 all of the properties were valued externally by Durrants Chartered Surveyors on a market value basis. The properties will be revalued every 5 years, with an interim valuation during the 3<sup>rd</sup> year.

If the properties were included at historical cost, the carrying value would be presented as:

	2019 £	2018 £
Properties at historical cost	1,324,337	1,324,337
	1,324,337	1,324,337
Cumulative historical cost depreciation Net book value	(187,298) 1,137,039	(162,295) 1,162,042

## Notes to the Accounts (continued)

## For the year ended 31 March 2019

13 Debtors		22.12
	2019 £	2018 £
	Ł	T.
Debtors	40,885	33,177
Prepayments and accrued income	6,206	34,968
Other debtors	733	733
	<del></del>	
	<u>47,824</u>	<u>68,878</u>
14 Creditors: Amounts falling due within one year		
14 Creditors. Amounts raining due within one year	2019	2018
	£	£
Trade creditors	6,024	12,574
Accruals	20,958	7,295
Deferred income	11,706	11,706
Other creditors	18,211	18,040
Bank loans and overdrafts	16,049 10,650	16,057 10,639
Other taxes and social security and pension	10,000	10,039
	<u>83,598</u>	76,311
	<u>90,000</u>	
The deferred income relates to grants received in the financial year which re	late to future years.	
	2019	2018
·	2019 £	2016 £
	~	~
Deferred income brought forward	11,706	12,497
Released during the year	(11,706)	(12,497)
Deferred during the year	<u>11,706</u>	<u>11,706</u>
Deferred income carried forward	11,706	<u>11,706</u>
Deletieu income cameu forwaru	<u>. 1 1, 7 00</u>	11,700

The bank loans included within creditors falling due within one year of £16,049 are secured on housing properties owned by the company.

Other creditors include an amount of £17,000 owed to K Hounsome, an Executive Committee member, which is secured on housing property owned by the Company.

Notes to the Accounts
For the year ended 31 March 2019

15 Creditors: Amounts failing due after one year	2019 £	2018 £
Other creditors Bank loans and overdrafts	35,416 <u>384,387</u>	52,416 <u>400,770</u>
	<u>419,803</u>	<u>453,186</u>
The bank loans and other loan included within creditors falling due after m on housing property owned by the Company.	ore than one year are	esecured
Analysis of loans payable by instalments -	2019	2018

Analysis of loans payable by instalments -	2019	2018	
	£	£	
in more than one year but not more than two years	33,476	33,304	
In more than two years but not more than five years	52,273	85,941	
In more than five years	<u>334,054</u>	333,941	
·	<u>419,803</u>	<u>453,186</u>	

One bank loan is on a repayment basis repayable over 25 years and is secured on a housing property. Interest is calculated at a variable rate of 2.5% over base.

The second bank loan is on a repayment basis repayable over 20 years and is secured on a housing property. Interest is calculated at a fixed rate of 6.256% over 20 years.

The third bank loan is on a repayment basis repayable over 25 years and is secured on a housing property. Interest is calculated at a variable rate.

The loan from K Hounsome is on a repayment basis repayable over 10 years. Interest was calculated at 2.5% and was reduced to 1.5% from October 2013.

## 16 Reserves

	Designated Reserve	Revaluation Reserve	Revenue Reserve	Restricted Reserve £	Total £
	~	~	~	~	~
As at 1 April 2018	16,400	92,515	736,341	9,645	854,901
Surplus/(deficit)	-	-	140,253	380	140,633°
Transfer	-	-	9,860	(9,860)	-
As at 31 March 2019	<u>16,400</u>	<u>92,515</u>	<u>886,454</u>	<u>165</u>	995,534

Notes to the Accounts
For the year ended 31 March 2019

## 16 Reserves (continued)

	Reserve £	Reserve £		ve Reserve £ £	£
As at 1 April 2017 Surplus/(deficit) Transfer	16,400 - -	92,515 - -	782,1 (45,8	·	900,326 (45,425) -
As at 31 March 2018	16,400	92,515	736,3	<u>9,645</u>	<u>854,901</u>
The restricted reserve consists of:		nce at 1 oril 2018	Income	Expenditure /transfers in	Balance at 31 March 2019
Deposit guarantee Warm and Well Fund Screwfix heating upgrade		9,238 407 <u>-</u> 9,645	2,700 3,194 5,894	year (9,238) (2,942) (3,194) (15,374)	165 
The restricted reserve consists of:		nce at 1 ril 2017	Income	Expenditure /transfers in	Balance at 31 March 2018
Deposit guarantee Warm and Well Fund		9,238 -	- 1,415	year - (1,008)	9,238 407
		9,238	1,415	<u>(1,008)</u>	9,645

Designated Revaluation

Restricted

Revenue

**Total** 

The designated reserve relates to a fund for renovating rental properties.

The transfer from the revenue reserve to the restricted reserve relates to an overspend of the restricted reserve.

The Deposit Guarantee Reserve was set up to provide support to tenants for deposits and rents in advance when moving to private properties.

The Warm and Well fund was set up during 2017 and related to grant received to assist tenants with utility bills over the winter months.

The Screwfix heating upgrade fund was set up to upgrade the radiators at 11 and 18 Ben Culey Drive.

## **Notes to the Accounts**

92. ° 9

## For the year ended 31 March 2019

17	<b>Analysis</b>	of ı	net	assets	between	funds
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	•					
€¥ 20		Designated Reserve	Revaluation Reserve	Revenue Reserve	Restricted Reserve	Total
56		£	· £	£	£	£
Ī.	Fixed assets Net current assets Long term liabilities	16,400 -	92,515  -	1,097,817 208,440 (419,803)	- 165 -	1,190,332 225,005 (419,803)
	As at 31 March 2019	<u>16,400</u> ·	92,515	886,454	<u>165</u>	995,534
₹i:``	• 3		•			
Ţ		Designated Reserve	Revaluation Reserve	Revenue Reserve	Restricted Reserve	Total
		£	£	£	£	£
	· <u></u> ,		, 00 545	4 404 477		4 400 000
¥.7	Fixed assets	16 400	92,515	1,101,177 88,350	9,645	1,193,692 114,395
	Net current assets Long term liabilities	16,400	-	(453,186)	9,045	(453,186)
· 22% :	Long term habilities		D. Y.	(433, 100)		(400,100)
	As at 31 March 2018	<u>16,400</u>	92,515	736,341	9,645	<u>854,901</u>
18	Reconciliation of operating surpl	us to cash flo	w from operat	ing activities		
1,50			* <b>6</b>		2019 £	2018 £
Ø 13	Surplus/(Deficit) for the year		•		140,633	(45,425)
2	Depreciation on tangible fixed asse	ets			3,360	3,780
-	Decrease/(Increase) in trade and o		. *		21,054	(23,342)
	Increase in trade and other credito		•		7,162	6,282
	Finance charges				16,925	18,096
	Impairment of properties				<del></del>	<u>91,240</u>
					<u>189,134</u>	<u>50,631</u>

#### **Notes to the Accounts**

## For the year ended 31 March 2019

19	Accommod	ation owned	and	managed
----	----------	-------------	-----	---------

	701 <b>8</b> 758	<b>2019</b> Units	<b>201</b> 8 Units
Supported housing	± <b>00</b>	100	100
General housing	<u>.</u> <u>;00</u>	<u>5</u> <u>105</u>	100

#### 20 Commitments

The total future minimum lease payments under non-cancellable operating leases are as follows -

	2018	2019	2018
	£	£	£
Land and Buildings	10.1 <u>975</u>	172,713	<u>165,975</u>
Not Later than one year	1.1 <u>975</u>	172,713	165,975

Solo Housing has various ongoing leases ranging from 6 months to 7 years. However, they are only committed for a period of six months.

## 21 Related Party Transactions

During the year a total of £22,995 (2018::£65,375) was paid to related parties in connection with property repair works completed during the year.

Other creditors includes a balance of £52;417 (2018: £69,417) loaned by K Hounsome, an Executive Committee Member, on which interest is being charged at 1.5%. This loan is secured by a charge on housing property owned by the organisation.

## 22 Members Liability

In the event of winding up the Organisation, the Member's Liability is limited to £1 each.

## 23 Legislative Provisions

The organisation is a Registered Charity formed under the Companies Act 2006. Registered Charity number 01068017. The organisation is registered with the Homes and Communications Agency and its Registered number is 4696.

## **Notes to the Accounts**

## For the year ended 31 March 2019

## 24 Financial instruments

The carrying amounts of the organisation's financial instruments are as follows:

	2019 £	2018 £
Financial assets		
Debt instruments measured at amortised cost: - Trade debtors - Accrued income - Other debtors	40,885 500 <u>733</u>	33,177 31,931 733
	<u>42,118</u>	<u>65,841</u>
Financial liabilities falling due within one year		
Measured at amortised cost: - Trade creditors - Accruals - Other creditors - Bank loans	6,024 20,958 18,211 16,049 61,242	12,574 7,295 18,040 16,057 53,966
Financial liabilities falling due after more than one year		
Measured at amortised cost: - Other creditors - Bank loans	35,416 <u>384,387</u> 419,803	52,416 400,770 453,186