SOUTHAMPTON ADVICE & REPRESENTATION CENTRE (REGISTERED NUMBER: 05582643)

REPORT AND UNAUDITED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

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COMPANIES HOUSE

(Company limited by guarantee and not having share capital)

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2020

The directors, who are also the trustees, present their report and the accounts for the year ended 31 March 2020.

Legal status

The company incorporated on 4 October 2005 and commenced its charitable activities on 1 April 2006. The registration number of the company is 5582643. The company is also a registered charity (number 1112999). The charity is constituted by its memorandum and articles of association.

The liability of the members is limited by their guarantee. In the event of the company being wound up during the period of their membership (or within a year following), members undertake to contribute such amounts as may be required, up to a maximum of £1.

Registered office

11 Porchester Road Woolston Southampton SO19 2JB

Accountants

Knight Goodhead Limited 7 Bournemouth Road Chandler's Ford Eastleigh Hampshire SO53 3DA

Bank

CAF Bank Ltd Kings Hill West Malling Kent ME19 4JQ

Principal activity

The principal activity of the charity is the provision of advice and representation in the fields of employment law and welfare benefits to residents of Southampton.

(Company limited by guarantee and not having share capital)

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

Objectives and activities

Within the field of employment rights and welfare benefits, the charity aims to provide it's clients with high quality, accurate advice and (where appropriate) representation at tribunals etc. This service is available to all who live within the area of Southampton and those from other areas such as trade unions and housing associations with which the charity has funding agreements.

The strategies for achieving these aims and objectives may be summarised as follows:

- a) Staff all staff are encouraged to provide an exceptional level of commitment to the client group. The charity has a well developed training programme that ensures the quality of advice is sound, consistent and accurate;
- b) The Advice Service Alliance adherence to the Quality Mark ensures that management and staff are committed to excellence based on a strong qualitative base;
- c) Centre of Excellence the charity strives to be recognised as providing high quality advice and representation in its area of expertise;
- d) Specialists the charity focuses only on its areas of expertise in welfare benefits and employment law;
- e) Outreach in order to ensure that its services are available to all members of the community, the charity operated a number of outreach centres;
- f) Equality of opportunity the charity's staff complement is intended to be broadly representative of the community which it serves.

Advice is normally available daily by telephone, by appointment at the main Woolston centre and drop in arrangements are in place at outreach sites. Special arrangements are currently in place to ensure continuity of service and client and staff safety during the Covid 19 pandemic. From 23 March 2020, SARC has continued to operate a full service remotely for our clients .We have worked smartly to incorporate safe home working using technology to create effective home offices .

We have had success in attracting grants to facilitate the additional IT cost. All team members have been fully included and supported through supervisions and regular team meetings. We continue to explore service arrangements to ensure we are fully accessible all the members of the local community. We have complied with government guidance and our service is one that can be performed remotely.

Governance of the Charity is at present given pandemic restrictions exercised by virtual Board meetings via appropriate platforms and is undertaken in accordance with Charity Commission Guidance.

(Company limited by guarantee and not having share capital)

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

Directors and trustees

The directors who served during the year were:

J Brear Chair

R Stokes Vice chair DC Murray Treasurer

DG Wrighton Secretary

CL McEwing Dr SD Reeve DI Goodall

The charity is managed by the trustees, who delegate day to day responsibility to Gary Edwards, manager, and the management team.

Appointment of trustees

Trustees are elected to post having been selected from suitable candidates to ensure that the board contains an appropriate balance of expertise. Trustees undergo an initial induction course.

The trustees meet bi-monthly to attend to the legal and administrative affairs of the company and to review and set the policy and long term strategies of the charity. There is one subcommittee: Personnel and Development, which is charged with developing and monitoring delivery of the strategic plan and policy and personnel matters.

Risk assessment

The trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity, and believe effective insurance, checks, controls and procedures are in place to manage those risks. As required by the AQS Quality Mark procedures, there is a full set of office manuals including financial procedures. In March 2020 we had our AQS external audit which was the most positive we have ever received. The auditor highlighted many areas where we exceeded the national standards. The next audit will take place within the first quarter of 2022.

Review of Activities

We operate a five day working week, achieved 5,600 client episodes and assisted at over 220 tribunal proceedings. Once again there has been an increase in demand for welfare benefit advice and representation as the welfare reform agenda continues to impact on our client base. We are innovative in our delivery methods to meet the demands of our service. We have protected and expanded our outreach provision and these services have only been possible due to full funding. In the financial year no justified complaints were received, only compliments and donations. We generated over 4 times the financial benefit for our service users for every pound invested in our service, money that is spent in the local economy. In 2018 the City Council awarded an Advice, Information and Guidance Contract (which started in 2018) to a consortium led by Southampton CAS. We have subcontracted with that organisation for a five year period to provide the whole of the specialist advice and representation on employment and welfare matters funded under that contract. We received funding from the Henry Smith Charity and with this are able to employ and professionally support a welfare benefit worker who operates across several advice agencies.

(Company limited by guarantee and not having share capital)

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

Financial review

A summary of the charity's financial performance is shown on page 7 of the accounts. The charity made a surplus of £20,086 (2019: £38,394). The total reserves of the charity at the year end were £144,541 (2019: £124,455) including restricted funds of £nil (2019: £nil).

As mentioned above we have entered into a five year sub-contract to undertake the volume of specialist work provided for and funded in the AIG contract. In addition we hold a contract from Southampton City Council, our principal funder, to provide a Welfare Reform Disability and Benefit Advice Service from 2019 to March 2021 for an agreed number of clients and interventions. This contract complements the AIG contract but provides targeted support for clients with disabilities who are not covered within that contract. The council have recently confirmed that this contract will be extended to January 2023. Following a business review SCC will be making decisions in 2020 on potential funding beyond March 2021. Once again we continued to explore every avenue of potential funding but clearly secure council funding is vital for us to develop both our longer term business plans and strengthen our ability to attract further external financial support. We were successful in attracting fresh income streams in the form of donations and grants. We also secured income from fresh sources such as the Access to Justice scheme. Donations from clients continued to exceed our budget.

Reserves policy

The trustees' objective is to maintain sufficient reserves to fund;

- (i) Operating costs to enable the organisation to continue trading during any unusual disruption to income. This is estimated to represent at least 5% of annual income;
- (ii) Costs of closure including redundancy costs, potential legal costs should TUPE apply, holiday pay and other final payments to creditors;
- (iii) Anticipated building repairs and maintenance to ensure compliance with contractual obligations in terms of the lease and for an ongoing programme of equipment replacement.

On the above basis it is currently estimated that between £60,000 and £85,000 is required to be held in reserve.

Due to the prudent cost reductions undertaken by SARC to preserve the viability of the centre, together with the success of the team in securing other sources of grant funding and an improvement in donations, SARC is holding higher reserves than anticipated. However due to the extremely uncertain financial environment SARC is currently operating in, the board believe it is appropriate to hold higher reserves until the situation with funding becomes clearer.

Impact of COVID-19

Like all organisations the charity has asked staff to work from home where it is possible to do so and, thanks to their efforts, they have been able to do so with no drop in service level. The charity has had to spend a small amount of funds on equipment to enable home-working as well as to equip a room in their building to be "Covid secure" in the event that face-to-face appointments are essential although, to date, this has not been used. Despite tribunals being closed for a time early in the pandemic there has been no drop in workload and the charity doesn't expect to see any, in fact there may be an increase particularly in the employment side of the service offering. We are delighted to have secured repeat funding from the Henry Smith Charity for three years.

(Company limited by guarantee and not having share capital)

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2020 (continued)

Public benefit

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities.

Directors' responsibilities

The charity trustees (who are also the directors for the purposes of company law) are responsible for preparing the trustees annual report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume the company will continue in operation.

The directors are responsible for keeping proper accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and that enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Approved by order of the board on and signed on their behalf by

15/12/2020

D G Wrighton Secretary

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF SOUTHAMPTON ADVICE & REPRESENTATION CENTRE

I report to the trustees on my examination of the accounts of Southampton Advice & Representation Centre for the year ended 31 March 2020, which are set out on pages 7 to 16.

RESPONSIBILITIES AND BASIS OF REPORT

As the trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 (the "2006 Act").

Having satisfied myself that the accounts of the charitable company are not required to be audited under the Charities Act 2011 and are eligible for an independent examination, I report in respect of my examination of the trustee's accounts carried out under section 145 of the 2011 Act. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

INDEPENDENT EXAMINER'S STATEMENT

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that:

- (1) accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

J E Harris FCCA

Knight Goodhead Limited

3 December 2020

Chartered Accountants

7 Bournemouth Road Chandler's Ford, Eastleigh Hampshire, SO53 3DA

(Company limited by guarantee and not having share capital)

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2020

(Including Income and Expenditure account)

INCOME	Notes	Unrestricted funds	Restricted funds	Total funds 2020 £	Total funds 2019 £
Donations and legacies		12,553	-	12,553	11,710
Charitable activities	3	177,124	67,062	244,186	261,215
Investment income		218	-	218	145
TOTAL INCOME	-	189,895	67,062	256,957	273,070
EXPENDITURE					
Charitable activities	5	169,809	67,062	236,871	234,676
TOTAL EXPENDITURE	-	169,809	67,062	236,871	234,676
NET INCOME FOR YEAR		20,086	-	20,086	38,394
FUND BALANCES BROUGHT FORWARD		124,455	-	124,455	86,061
FUND BALANCES CARRIED FORWARD	-	144,541		144,541	124,455

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

(Company limited by guarantee and not having share capital)

PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES YEAR ENDED 31 MARCH 2019

(Including Income and Expenditure account)

INCOME	Notes	Unrestricted funds	Restricted funds	Total funds 2019 £
Donations and legacies		11,710	-	11,710
Charitable activities	3	204,068	57,147	261,215
Investment income		145	-	145
TOTAL INCOME	·	215,923	57,147	273,070
EXPENDITURE				
Charitable activities	5	177,529	57,147	234,676
TOTAL EXPENDITURE		177,529	57,147	234,676
NET INCOME FOR YEAR		38,394	•	38,394
FUND BALANCES BROUGHT FORWARD		86,061	-	86,061
FUND BALANCES CARRIED FORWARD	,	124,455	_	124,455

(Company limited by guarantee and not having share capital)

REGISTERED NUMBER: 05582643

BALANCE SHEET AT 31 MARCH 2020

			2020		2019
	Notes	£	£	£	£
FIXED ASSETS					
Tangible assets	6		639		54
CURRENT ASSETS					
Debtors	7	25,886		9,702	
Cash at bank and in hand		143,901		154,344	
		169,787		164,046	
CREDITORS: amounts falling					
due within one year	8	(25,885)		(39,645)	
NET CURRENT ASSETS			143,902		124,401
NET ASSETS		_	144,541		124,455
FUNDS					
Restricted funds	9		-		·
General funds	·		144,541		124,455
TOTAL FUNDS		_	144,541	· =	124,455

For the financial year ended 31 March 2020, the company was entitled to exemption from audit under section 477 Companies Act 2006; and no notice has been deposited under section 476. The directors acknowledge their responsibilities for ensuring that the company keeps accounting records, which comply with section 386, and preparing accounts, which give a true and fair view of the state of affairs of the company as at the end of the year and of its surplus or deficit for the financial year, in accordance with the requirements of section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

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

Approved by the Trustees on $(5/12/2\omega)$ and signed on their behalf by

D Murray Treasurer

(Company limited by guarantee and not having share capital)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

1 ACCOUNTING POLICIES

(a) Accounting convention

The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 1 January 2019, the Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with FRS 102 and the Companies

Southampton Advice and Representation Centre meets the definition of the public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The accounts have been prepared on the going concern basis. There are no material uncertainties about the charity's ability to continue.

(b) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

(c) Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacies are received by way of grants, donations, legacies and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, when entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Investment income is included when receivable.

Resources are deferred when, at the end of an accounting period, they have been received but the charity has yet to become unconditionally entitled to them.

(Company limited by guarantee and not having share capital)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

1 ACCOUNTING POLICIES (continued)

(d) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. It includes any VAT paid.

Costs are apportioned in line with the income received from that source during the year.

Charitable activities expenditure comprises of those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly.

(e) Fixed assets

Fixed assets are capitalised for ongoing use within the company, where the individual cost of the asset exceeds £100.

Depreciation is provided on fixed assets to spread the cost over the estimated useful lives of the relevant assets at the following rates:

Leasehold improvements 33% straight line
Office equipment 33% straight line
Furniture and fittings 33% straight line

(f) Pension costs

Contributions in respect of the company's defined contribution scheme are charged to the Statement of Financial Activities for the year in which they are payable to the scheme. Differences between contributions payable and contributions actually paid in the year are shown as either accruals or prepayments at the year end.

(g) Basic financial instruments

The charitable company only enters into basic financial instrument transactions that result in the recognition of financial assets and liabilities like trade and other debtors, cash at bank and creditors. These basic financial instruments are measured and transaction price. Financial assets and liabilities classified as due within one year are not amortised.

(Company limited by guarantee and not having share capital)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

2 LEGAL STATUS

The charity is a company limited by guarantee and has no share capital. The charitable company was incorporated on 4 October 2005 in England and Wales and was registered on 15 February 2006 with the Charity Commission in England and Wales.

The registered office of the charitable company is 11 Porchester Road, Woolston, Southampton, SO19 2JB.

3 INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	2020	2019
	£	£	£	.
Funding contracts and grants:				
Southampton City Council	100,000	-	100,000	145,923
Southampton Citizens Advice	67,678	-	67,678	41,678
SVS	-	14,137	14,137	11,497
Henry Smith Charity	· -	40,400	40,400	39,142
Unison	-	-	-	3,280
Thornhill You Plus	-	3,358	3,358	5,675
The Access to Justice Foundation	-	9,167	9,167	833
Other small grants	9,446	· -	9,446	13,187
	177,124	67,062	244,186	261,215

The restricted fund grants analysed above form part of the relevant funds as detailed in note 9.

4	STAFF COSTS	2020	2019
		£	£
	Wages and salaries	179,815	172,238
	Social security costs	12,641	12,631
	Pension	6,946	6,890
		199,402	191,759

The average number of staff employed during the year was 8 (2019: 7). No employee received emoluments of £60,000 or more during this year or the prior year.

Key management personnel were paid a total of £45,778 (2019: £40,326).

During the year or the prior year no trustees received any emolument, were paid any expenses or were reimbursed for expenditure incurred on behalf of the charity.

Total pension contributions of £6,946 (2019: £6,890) were paid by the charity and are included in the SOFA. There were no outstanding contributions payable at the end of this year or the prior year.

(Company limited by guarantee and not having share capital)

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

EXPENDITURE	Unrestricted £	Restricted £	2020 £	2019 £
Costs directly allocated to activities	L	L	Z.	L
•	133,395	66,007	199,402	191,759
Direct staff costs (see note 4)	1,431	331	1,762	2,213
Staff and volunteer expenses	1,431	331	1,702	2,213 164
Staff welfare		-	966	
Training and recruitment	966	•		867
	135,929	66,338	202,267	194,993
Support costs allocated to activities				
Rent and rates	11,174	192	11,366	16,386
Light and heat	4,589	-	4,589	4,253
Cleaning	280	-	280	283
Computer costs	6,745	-	6,745	6,872
Publications and subscriptions	1,648	-	1,648	290
Telephone	2,970	-	2,970	2,568
Postage, printing and stationery	1,685	532	2,217	3,968
Insurance	1,866	-	1,866	2,087
Maintenance	419	-	419	572
Bank charges	60	-	60	60
Depreciation	374	<u>-</u>	374	214
	31,810	724	32,534	37,553
Governance costs				
Accountancy and examination fees	1,380	-	1,380	1,440
Quality mark monitoring fees	690	-	690	690
	2,070	•	2,070	2,130
	169,809	67,062	236,871	234,676

Included within accountancy and examinations fees above are amounts due to the independent examiners in relation to independent examination of £1,260 (2019: £1,260) and £120 for other work (2019: £180).

(Company limited by guarantee and not having share capital)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

6	TANGIBLE ASSETS	Leasehold improvements £	Office furniture & equipment £	Total £
	COST	~	_	_
	At beginning of year	40,489	12,880	53,369
	Additions	-	959	959
	Disposals			-
	At end of year	40,489	13,839	54,328
	DEPRECIATION			
	At beginning of year	40,489	12,826	53,315
	Charge for year	-	374	374
	Eliminated on disposals		-	-
	At end of year	40,489	13,200	53,689
	NET BOOK VALUE			
	At end of year	-	639	639
	At beginning of year	-	54	54
7	DEBTORS	2020		2019
		£	•	£
	Prepayments	3,580		2,756
	Accrued income	22,306		6,946
		25,886		9,702
8	CREDITORS: amounts falling due within one year	2020		2019
		£		£
	Accruals and deferred income	25,885		39,645

(Company limited by guarantee and not having share capital)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

9	RESTRICTED FUNDS	Funds b/fwd £	Income £	Expenditure £	Funds c/fwd £
	SVS - SO18 Big Local	-	14,137	(14,137)	-
	Henry Smith grant	-	40,400	(40,400)	-
	Thornhill You Plus grant	•	3,358	(3,358)	-
	The Access to Justice Foundation	-	9,167	(9,167)	-
			67,062	(67,062)	-

SVS - SO18 Big Local

SO18 Big Local commissioned grant award to fully fund an outreach service, providing two advice sessions per month in Townhill Park for the local community.

Henry Smith Grant

This funds the outreach worker post shared across the Advice Southampton Partnership. Continuation funding was approved for a further three years in September 2017.

Thornhill Plus You

This grant supports our work with the residents of Thornhill.

The Access to Justice Foundation

This grant supports free legal advice to enable the poorest in our society to fight injustice and deprivation.

10 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Year ended 31 March 2020	Unrestricted £	Restricted £	2020 £
Tangible fixed assets	639	-	639
Debtors	25,886	-	25,886
Bank and cash	119,926	23,975	143,901
Creditors	(1,910)	(23,975)	(25,885)
	144,541	-	144,541
	Unrestricted	Restricted	2019
Year ended 31 March 2019	£	£	£
Tangible fixed assets	54	-	54
Debtors	9,702	-	9,702
Bank and cash	116,607	37,737	154,344
Creditors	(1,908)	(37,737)	(39,645)
	124,455	-	124,455
·	124,455	-	124,4

(Company limited by guarantee and not having share capital)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020 (continued)

11 DEFERRED INCOME

An element of grant income received by the charity during the year has been deferred as it relates to later accounting periods. The movement in the year is detailed below:

Income deferred in year to 31 March 2020 (23,975)

Amounts released from previous years 37,737

Net movement in the Statement of Financial Activities 13,762

£

12 RELATED PARTY TRANSACTIONS

There were no related party transactions during this year or the prior year.

13 OPERATING LEASES

At 31 March 2020, the charity had annual commitments under non-cancellable operating leases for rent of the office building. This lease is due to expire on 31 March 2024 and the annual commitment is £12,325. The total amount payable until the end of the lease is £49,300 (2019: £61,625).

14 POST BALANCE SHEET EVENT - COVID-19

Like all organisations the charity has asked staff to work from home where it is possible to do so and, thanks to their efforts, they have been able to do so with no drop in service level. The charity has had to spend a small amount of funds on equipment to enable home-working as well as to equip a room in their building to be "Covid secure" in the event that face-to-face appointments are essential although, to date, this has not been used. Despite tribunals being closed for a time early in the pandemic there has been no drop in workload and the charity doesn't expect to see any, in fact there may be an increase particularly in the employment side of the service offering. We are delighted to have secured repeat funding from the Henry Smith Charity for three years.