



**Trustees' Annual Report and Financial Accounts
For the year ended 31st December 2019**

Charity Registration No. 1168721

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1. Reference and Administration Details

Charity name	Charity IT Association
Charity number	1168721
Charity Registered Office	39a Bartholomew Close London EC1A 7JN

Trustees

David Rippon	Chair & Acting CEO	(Resigned July 2019)
James Kelliher		(Resigned August 2019)
Danielle Green	Chair & Acting CEO	
Amy Low		
Steve Smith		
Andy Simpson	Vice Chair	(Appointed January 2019)
Dominic Aslan		(Appointed January 2019)
Giles Hill		(Appointed January 2019)
Gordon Walker		(Appointed January 2019)
Ian Henderson		(Appointed January 2019)

Bankers	NatWest Bank Limited 134 Aldersgate Street London EC1A 4JA
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Accounts Independently Examined by:	Counterculture Partnership LLP Unit NH.204, E1 Business Studios 7 Whitechapel Road London E1 1DU
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2. Chair's Foreword

We are delighted to present our Annual Report outlining CITA's continuing mission to provide better access to technology for those in the third sector. The year saw us rethinking our funding model, renewing our board and revisiting our services. We were limited by our resources but 2019 saw us continue to make the most of what we had, with our fantastic volunteers and committed stakeholders.

Our work has underlined the importance of providing trusted affordable services to charities to support the great work that they do.

3. Objectives and Activities

The charity's object is:

To promote for the public benefit the efficiency and effectiveness of charities and not-for-profit organisations through the provision of education and training in information technology and the implementation of related projects.

Our aim is to help charities, but also to help with the challenge of IT. Technology can be challenging for small organisations without in-house expertise, and CITA can be an immensely valuable, trusted partner.

How our Objectives Deliver Public Benefit

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

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our activities. In particular the trustees have considered how planned activities will contribute to the aims and objectives they have set. CITA's work benefits a wide range of other charities across the United Kingdom.

Our main objectives are to:

- Provide advice to charities on a wide range of IT issues through matching them with a volunteer
- Equip our volunteers with advice and resources to increase the value of their efforts and time
- Develop other forms of IT support for charities, according to identified need
- Evaluate the impact of our service on beneficiaries to inform the future development of our services

Charities

CITA introduces charities looking to improve their technology capabilities to volunteers with appropriate IT skills and experience. Our vision is a world in which charities can harness the full potential of technology to increase their impact for good. We help to achieve this by providing charities with access to affordable, trustworthy and independent technology services to allow them to achieve their own strategic mission.

Services

We facilitate the following services to deliver against these objectives:

Tech Surgery (CITA Review) service offers a short IT assessment giving independent advice to identify and qualify potential IT projects and initiatives, that will support their strategic and operational objectives.

IT Consultancy (CITA Advisory) service provides IT Project management support and advice helping charities to define, plan and manage identified IT projects from scoping to completion.

IT Project Delivery (CITA Delivery) service provides the right technical skills needed to deliver a successful IT project.

Volunteers

CITA's volunteers are the lifeblood of the organisation. All of CITA's services are provided by experienced IT professionals who have volunteered their time, skill and commitment to help charities make better use of IT and to be more effective and efficient in the digital world.

CITA volunteers benefit from gaining greater experience and exposure to IT issues and concerns, as well as knowing that they are indirectly helping people in need of charity support. They ultimately assist the client charities in delivering more benefit to their end beneficiaries.

4. Achievements and Performance

In our third full year as an incorporated charity, we helped charities supporting causes as varied as the arts sector, community development, children in need, homelessness, family resources, cancer support. With our volunteers, 57 Tech Surgeries and 57 IT Consultancies were completed and 19 IT Projects delivered. The value of these services equated to £90,250 of public benefit.

158 charities registered in 2019, bringing the total to 1031, as well as 96 volunteers, making a total of 667.

We are proud of the feedback we received in 2019:

“Stephen, our CITA volunteer, has made a huge difference to our charity. The new system itself is much better and a more professional way of working. Thank you very much!”

Family Counselling Trust (FCT)

“IT review and strategy is something that always slips down the to-do list. Arranging to look at it with an expert was a great use of my time and gave me concrete actions, as well as reducing my anxiety about an issue I knew little about. This free impartial advice was a great resource for our charity.”

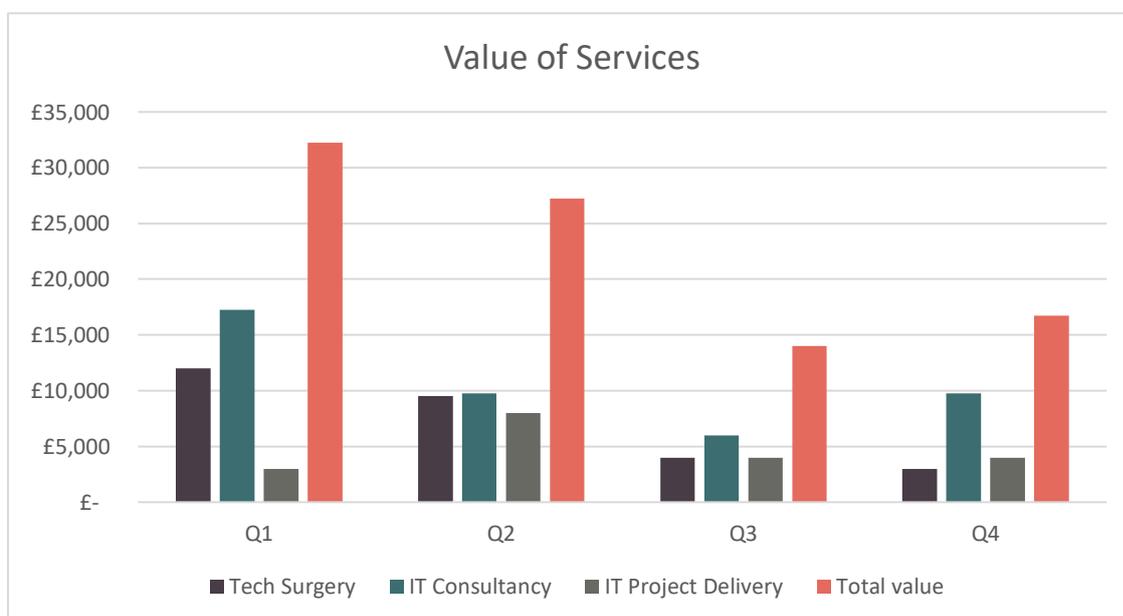
Nottingham Women’s Centre

“I have no doubt that CITA saved us money. SOC would have otherwise had to pay for expensive external consultancy to help us with our decision making. The expert advice that SOC has received has provided us with confidence... We could not have felt in safer hands. Thank you very much indeed.”

The Scottish Ornithologists' Club (SOC)

Our problems were solved very promptly and many suggestions will prove to be extremely useful in the future”... “We are very grateful to CITA for providing us with an outstanding and very helpful IT volunteer.”

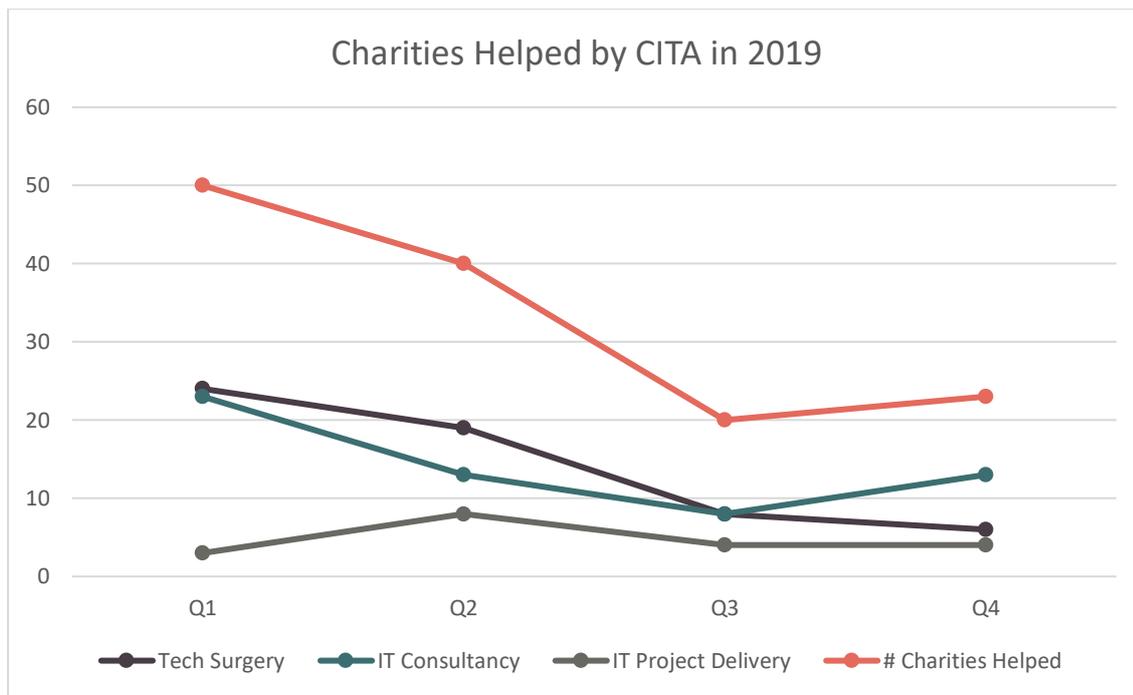
The Policy Centre for African Peoples (PCAP)



Performance Monitoring

We have identified the following five areas and ten Key Performance Indicators that allow us to measure our success against our mission. We use feedback from charities and volunteers to help us further understand the effectiveness and impact of our work.

1. We measure the number of charities that we have engaged with, and their income levels, to see which part of the sector we are helping the most. We also measure which of those charities have limited IT resources, because it is here that we can make the biggest impact. In 2019:
 - *CITA worked with 121 charities across the UK. 31% had an annual income of less than £100K, and 37% between £100K and £500K*
 - *79% of charities engaged had no dedicated IT resource and 97% had fewer than 2 dedicated IT staff members.*
2. From feedback we estimate how much time has been given up by our volunteers to support charities in terms of person-hours, either face-to-face or remotely:
 - *CITA volunteers provided approximately 459 days of free IT consultancy, support or work to support charities.*
3. We measure the value of what is delivered to charities in terms of the opportunity cost of having to buy in an external IT expert to fulfil the tasks undertaken by CITA volunteers:
 - *The average value to each charity, per assignment in 2019 was £680.*
 - *In 2019, the estimated value of services delivered by CITA volunteers was £90,250.*
4. We measure the effectiveness of all assignments undertaken by CITA volunteers:
 - *93% of assignments undertaken by CITA volunteers were judged to be either useful or very useful.*
 - *65% of charities who responded reported that they obtained actionable outcomes from the CITA engagement*
5. From feedback, we measure the trust and satisfaction that charities and volunteers have in CITA:
 - *98% of charities that have used services through CITA would recommend CITA to others.*
 - *97% of CITA volunteers would participate in further assignments.*
 - *Of those who volunteered in 2019, 43% completed more than one assignment*



5. Structure, Governance and Management

Governing Document

CITA is an organisation registered as a charity in England and Wales and was established under a constitution, which created its objects and powers of the charity, and as such is governed by this constitution.

Trustee Board

At the end of 2019, CITA had eight trustees, including corporate trustees for AbilityNet and WCIT (who each appoint representatives to the Board). As the corporate trustee positions for Reach, LASA and Technology Trust/Charity Digital were left vacant, 5 independent trustees were appointed (after an amendment to the constitution in December 2018). Selection was subsequently through recruitment, interview and appointment.

Management Structure

During 2019 the role of the Chief Executive was undertaken by the Chair who was responsible for the charity's overall day to day management, reporting to the Trustee Board. Key strategic decisions are taken to the Board for approval. The trustees are responsible for the overall strategic direction and sound financial practices within the charity. The Board held meetings on a monthly or bi-monthly basis and received monthly management accounts.

Towards the latter half of the year, the charity operations were restructured into sub-committees in Finance, Governance, Marketing & Comms, Tech & Ops and Service

Provision. Trustees were appointed as Committee Chairs, enabling them to focus on each of their areas, all reporting into the Board.

Related Parties

During part of the period covered by this report, the CITA Programme Manager, had a familial connection to a trustee who was also the Chair of CITA's board. Another, unconnected trustee was the Programme Manager's point of contact with all matters pertaining to day to day activities, remuneration and scope of work.

6. Financial Review

At the end of 2019 CITA showed cash balance of £20,990 (2018: £40,727). Total income for the year was £18,909 (2018: £73,230), which included £10,330 (2018: £7,530) for consultancy services. No other grants were received in 2019, despite effort to procure more funding.

In addition to the cash grant in the previous three years, the WCIT also provided in-kind support including back office support. Much appreciation is given in the financial accounting services we have been able to use.

Given the problems with raising grant funding, a more diverse income model was developed including inviting charities to make a modest contribution towards our administration costs and the signature of some CSR sponsorship agreements at the end of the year.

Reserves

Any income generated above the approved budget of CITA in a financial year will be used to establish and maintain a financial reserve. That will be held in a separate financial vehicle from the operational funds.

The Financial Reserve may only be used to fund the charitable activities of CITA, when income has fallen below the budget for a year and there is no foreseeable way to fund the Charities activities.

The decision to utilise the Financial Reserve may only be taken by a majority vote from the 10 Trustees in which at least four of the Chair, Vice Chair and the five Committee Chairs are in favour.

Plan for the Future

In 2020, CITA intends to build on the work achieved in 2019, and use its resources to grow the level of service and increase the number of charities helped across the UK. We also want to pursue other revenue streams and charitable grants in order to support this work. We want to work with more partners to increase our service levels, and grow our marketing presence so more charities can find our services. We also want to engage more with our volunteers, and grow their numbers with better knowledge of the skills they can offer to the sector.

7. Statement of Trustees' Responsibilities in Relation to the Financial Statements

The trustees are responsible for preparing the trustees' annual report and financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Charity law in England and Wales requires the trustees to prepare financial statements 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 of the charity for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice);
- 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 financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue its activities.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity and signed on its behalf by:



Danielle Green

Chair

Date: 30 October 2020

8. Independent Examiner's Report to the trustees of Charity IT Association

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 December 2019 which are set out on pages 12 to 22.

Responsibilities and basis of report

As the trustees of Charity IT Association you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). I report in respect of my examination of your charity's accounts as carried out under section 145 of the Act. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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



Amanda Hall

Partner
Counterculture Partnership LLP
Unit NH.204, E1 Business Studios
7 Whitechapel Road
London
E1 1DU

Date 30 October 2020

9. Statement of Financial Activities

Statement of Financial Activities for the Year Ended 31 December 2019

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2019
Income and endowments from:				
Grants & Donations	3	8,579	0	8,579
Other income	4	10,330	0	10,330
Total Income		18,909	0	18,909
Expenditure on:				
Charitable activities	5	23,819	16,411	40,230
Total Expenditure		23,819	16,411	40,230
Net Income/(Expenditure)		(4,910)	(16,411)	(21,321)
Net movement in funds	6	(4,910)	(16,411)	(21,321)
Reconciliation of funds				
Total funds brought forward		26,967	16,411	43,378
Total funds carried forward		22,057	0	22,057

Statement of Financial Activities 2018 Comparatives

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2018
Income and endowments from:				
Grants & Donations	3	0	65,700	0
Other income	4	7,530	0	7,530
Total Income		7,530	65,700	73,230
Expenditure on:				
Charitable activities	5	0	41,539	41,539
Total Expenditure		0	41,539	41,539
Net Income/(Expenditure)		7,530	24,161	31,691
Net movement in funds	6	7,530	24,161	31,691
Reconciliation of funds				
Total funds brought forward		19,437	(7,750)	11,687
Total funds carried forward		26,967	16,411	43,378

The charity has no recognised gains and losses other than the net movement in funds for the two years shown.

Balance Sheet 2019

	Note		2019
			£
Fixed Assets			
Tangible	9	493	
			493
Current Assets			
Debtors	10	2,545	
Prepayments & Accrued Income	10	243	
Bank		20,990	
			23,778
Current Liabilities			
Trade Creditors	11	587	
Other Creditors & Accruals	11	794	
Deferred Income	11	833	
			2,214
Net Current Assets / (Liabilities)			21,564
Total Assets less Current Liabilities			22,057
Funds of the charity:	12		
Restricted funds			0
Unrestricted funds			22,057
Total funds			22,057

The financial statements on pages 12 to 22 were approved by the trustees, and authorised for issue on 30 October 2020 and signed on their behalf by:

D Green

Danielle Green

Chair of Trustees

Balance Sheet 2018 Comparatives

	Note		2018
			£
Fixed Assets			
Tangible	9	0	
			0
Current Assets			
Debtors	10	4,262	
Prepayments & Accrued Income	10	265	
Bank		40,727	
			45,254
Current Liabilities			
Trade Creditors	11	945	
Other Creditors & Accruals	11	1,000	
Salary, Tax, NI & Pensions	11	(69)	
Deferred Income	11	0	
			1,876
Net Current Assets / (Liabilities)			43,378
Total Assets less Current Liabilities			43,378
Funds of the charity:	12		
Restricted funds			16,411
Unrestricted funds			26,967
Total funds			43,378

Notes to the Accounts

1. Charity status

The charity is a Charitable Incorporated Organisation (CIO) registered with the Charity Commission in England. The charity's registered office is 39a Bartholomew Close, London, EC1A 7JN.

2. Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

Charity IT Association meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Exemption from preparing a cash flow statement

The charity opted to early adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Raising funds

These are costs incurred in attracting voluntary income and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises 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.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets and depreciation

All assets costing more than £150 are capitalised.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Computer equipment - 50% straight line

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business. Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

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

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Financial instruments

Classification

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

Recognition and measurement

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

3. Income from grants and donations

	Unrestricted Funds	Restricted Funds	Total Funds: 2019	Total Funds: 2018
	£	£	£	£
Donations:				
Worshipful Company of Information Technologists – services in kind	6,458	0	6,458	0
Distributor International Ltd	1,000	0	1,000	0
Other donations	1,121	0	1,121	0
Grants:				
Worshipful Company of Information Technologists	0	0	0	65,700
Total	8,579	0	8,579	65,700

4. Other income

	Unrestricted Funds	Restricted Funds	Total Funds: 2019	Total Funds: 2018
	£	£	£	£
Consultancy services	10,330	0	10,330	7,500
Other income	0	0	0	30
Total	10,330	0	10,331	7,530

5. Expenditure on charitable activities

	Charitable activities	Governance	Total: 2019	Total: 2018
	£	£	£	£
Freelance Consultancy	28,325	0	28,325	29,086
Accountancy (donated in kind)	0	6,458	6,458	0
Web & Marketing	2,418	0	2,418	7,010
Independent Examiners Fees	0	1,630	1,630	2,160
Subscriptions	627	0	627	823
Insurance	386	0	386	633
Admin & charges	365	0	365	1,779
Depreciation	21	0	21	48
Total	32,142	8,088	40,230	41,539

Included within total expenditure on charitable activities was £16,411 of restricted expenditure (2018: all expenditure was restricted).

6. Employees

Charity IT Association did not employ any staff during the year (2018: none).

7. Trustees

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year (2018: £nil).

No trustees received reimbursement of expenses during the year (2018: £nil).

No trustees have received any other benefits from the charity during the year.

8. Net movement in funds

Net movement in funds is stated after charging/(crediting):

	2019	2018
	£	£
Independent examiner's fees	1,630	2,160
Depreciation of owned tangible assets	22	48

Independent examiner's fees in 2019 includes the cost of examination of financial statements for 2018 which were not accrued in the year.

Independent examiner's fees in 2018 includes the cost of examination of financial statements for 2017 and 2016.

9. Tangible fixed assets

	Computer Equipment	Total
	£	£
Cost		
At 1 January 2019	567	567
Additions	515	515
At 31 December 2019	1,082	1,082
Depreciation		
At 1 January 2019	567	567
Charge for the year	22	22
At 31 December 2019	589	589
Net book value		
At 31 December 2019	493	493
At 31 December 2018	0	0

10. Debtors

	2019	2018
	£	£
Other debtors	2,545	4,262
Prepayments and accrued income	243	265
Total debtors	2,788	4,527

11. Creditors: amounts falling due within one year

	2019	2018
	£	£
Trade creditors	587	1,945
Accruals and deferred income	1,627	(69)
Total creditors	2,214	1,876

12. Statement of funds

2019	Brought Forward	Income	Expenditure	Transfers In/out	Carried Forward
	£	£	£	£	£
Restricted funds					
WCIT Charity	16,411	0	(16,411)	0	0
Unrestricted funds	26,967	18,909	(23,819)	0	22,057
Total funds	43,378	18,909	(40,230)	0	22,057

2018	Brought Forward	Income	Expenditure	Transfers In/out	Carried Forward
	£	£	£	£	£
Restricted funds					
WCIT Charity	(7,750)	65,700	(41,539)	0	16,411
Unrestricted funds	19,437	7,530	0	0	26,967
Total funds	11,687	73,230	(41,539)	0	43,378

13. Related party transactions

During the year the CITA Programme Manager received payments totalling £28,256 (2018: 28,193) for provision of services to the charity. The CITA Programme Manager had a familial connection to a trustee who was also the Chair of CITA's board.