

CITIZENS ADVICE HILLINGDON LTD

England & Wales · Charity number 1045991

Details

Other names	HILLINGDON AND EALING CITIZENS ADVICE, HILLINGDON CITIZENS ADVICE BUREAUX SERVICE
Status	Registered
Legal form	Charitable company
Company number	03028957
Registered	1995-04-27
Register	View on the Charity Commission register

Contact

Address	Parker cavendish Suite 301 Stanmore business centre Howard road Stanmore HA7 1FW
Phone	01895422479
Email	info@hillingdoncab.org.uk
Website	www.hillingdoncab.org.uk

Activities

Objects: THE SERVICE IS ESTABLISHED FOR THE PROMOTION OF ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THE COMMUNITY IN THE AREA OF THE LONDON BOROUGHS OF HILLINGDON AND EALING BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS

Activities: To provide a high quality advice and information service which is free, confidential, impartial and independent.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** LONDON BOROUGHS OF HILLINGDON AND EALING
- Hillingdon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£682,208	£740,275	£214,614	18
2024-03-31	£801,250	£832,861	£272,681	22
2023-03-31	£688,852	£762,336	£304,292	21
2022-03-31	£764,923	£790,270	£-115,224	23
2021-03-31	£678,699	£703,883	£-459,877	15

Trustees

Name	Role	Appointed
Hemali Patel	Chair	2022-10-28
ANTHONY BURLES		2022-10-28
DOUGLAS IAN BIRD		
Ernestina Larbi-Odam		2024-09-19
Fatima Kamran		2024-09-19
Kirpal Tahim		2018-09-28
RICHARD OLUSOYI OLATOKUNBO ASHAYE		

CITIZENS ADVICE HILLINGDON LTD

England & Wales - Charity number 1045991

Accounts

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2025



Registered Number: 03028957
Charity Number: 104599

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

CONTENTS

	Page
Legal and administrative information	2
Trustees' report	3 -11
Auditors' report	12-15
Statement of financial activities	16
Balance sheet	17
Statement of Cash flows	18
Notes forming part of the financial statements	19- 29

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION
For the year ended 31 March 2025

Trustees

Richard Ashaye
Doug Bird

Felicity Cooper-resigned 19.09.2025

Noreen Sumra-resigned 27.08.2024
Kirpal Tahim
Mark Beese Jarvis – resigned 01.05.2024
Hemali Patel
Anthony Burles
Tina Odam- appointed 10.09.2024
Fatima Kamran-appointed 10.09.2024

Management Team

Rick Jensen – CEO resigned 30.04.2024
Mark Beese Jarvis – CEO appointed 01.05.2024
David Sewell – Finance Manager
Jasminder Nagra – Advice Services Manager

Company Registered Number

03028957

Charity Registered Number

1045991

Registered Office

The Colonnade, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW

Financial Conduct Authority Authorisation Number

FRN: 617635

Auditors

Parker Cavendish, Suite 301, Howard Road, Stanmore business & Innovation Centre, Stanmore Middlesex
HA7 1FW

Bankers

Unity Trust Bank, 9 Brindley Place, 4 Ozells Square, Birmingham, B1 2HB

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT (continued)

For the year ended 31 March 2025

The trustees are pleased to present their annual trustees' report together with the financial statements of the charity Citizens Advice Hillingdon Ltd (HCA 'the charity') for the year ending 31 March 2025 which are also prepared to meet the requirements for a trustees' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Summary of objects

The principal objects of the company are to promote any charitable purpose for the benefit of communities in the London Borough of Hillingdon and in neighbouring boroughs, "the area of benefit" by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The charity's main function is to provide a high quality advice and information service which is free, confidential, independent and impartial. The two aims of the service are: To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively; and equally, to exercise a responsible influence on the development of social policies and services, both locally and nationally.

Aims of the charity/mission statement

The charity specifically aims to serve the needs of people who live in the London Borough of Hillingdon and neighbouring areas for reliable, high quality advice and information on their rights and responsibilities. As an independent charitable organisation, it aims to work in partnership with other voluntary, statutory and private agencies for the benefit of its clients.

HCA aims to provide free, confidential, independent and impartial advice to people regardless of their race, religion, age, disability or gender.

The objectives of the charity are put into practice through providing generalist advice at bureaux in Hillingdon, a telephone advice line and, in addition, a variety of specialised services for vulnerable groups in the community and people in debt.

Main objectives for the year

HCA's main objectives for the year, in line with its commitment to playing a full part in the implementation of the Five Year Strategic Plan of national Citizens Advice, were as follows:

- Responding to the changing needs of Hillingdon residents for advice
- Increasing access to advice and information generally
- Service development
- People development through training and support

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2025

OBJECTIVES AND ACTIVITIES (continued)

Strategies for achieving objectives

HCA has a resources strategy as detailed in its Strategic Business Development Plan (SBDP) for 2025-26 covering funding and fundraising, staff and volunteer recruitment and training, premises, equipment and IT, the implementation of which aims to ensure that all necessary inputs are in place to enable HCA to achieve its objectives.

Significant activities contributing to achievement of stated objectives

The unrestricted grant of £285,000(2024: £285,000) from the London Borough of Hillingdon (LBH) for 2024-25 enabled HCA to provide a high quality free, confidential, impartial and independent advice and information service throughout Hillingdon. As a result of the global pandemic and lockdowns services had to be provided differently. Rather than being mainly provided face to face at bureaux located in Uxbridge and Hayes, most services were provided by telephone, webchat and email. This has helped to ensure that we were able to carry on our service with little disruption when our main premises in Uxbridge were closed by the council under an extensive refurbishment programme.

Ten funders in total provided various grants to fund additional advice for the general public, projects and specialist services to targeted groups and communities as detailed below.

Mental Health Needs: funding of £60,018 was received from London Borough of Hillingdon to provide another year of welfare benefits and debt advice service for users of mental health services.

Henry Smith Charity: a grant of £43,667 was received to deliver benefits advice from April 2024 to March 2025.

Trussell Trust: grant funding of £42,653 was received from Trussell Trust to provide an advice service to those using the Foodbank in Hillingdon.

Energy redress fund: Funding of £12,149 to provide advice and support on energy issues to vulnerable customers.

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT (continued)

For the year ended 31 March 2025

OBJECTIVES AND ACTIVITIES (continued)

National Lottery: a grant of £39,615 was received from national Citizens Advice for volunteer training, gateway and employment advice.

Trust for London: a grant of £27,373 was received for generalist advice

Riverside NHS: a grant of £28,000 was received during the for a Universal Credit advice post on site

City Bridge: a grant of £47,667 for a money advisor

McMillan Cancer: a grant of £83,261 to establish a welfare benefits advice service

Use of volunteers

Despite Covid restrictions no longer being in place there remains an impact on our volunteers. Many of our volunteers took a break during the pandemic and most services were provided by paid staff for the majority of the year. However, as restrictions eased we were delighted to welcome our volunteers back into a wide variety of roles which included gateway assessors, benefit form fillers, research & campaigns and administrative workers.

This has left a knock-on effect of reduced volunteer staff. We are in an ongoing process of recruiting new volunteers.

ACHIEVEMENTS AND PERFORMANCE

Review of performance against objectives

We continue to be rated good by Citizens Advice central office. Our membership of Citizens Advice and our Advice Quality Standard remains in place for 3 years.

In the course of 2024-2025, Citizens advice Hillingdon supported on 14,063 enquiry issues, 8,751 being from residents living in Hillingdon. Advisers provided 1,278 clients additional support through advice and casework, over 68% of whom were known to have a disability. During the course of 2024-2025, CAH helped achieve £1,728,167 in financial outcomes for clients, of which included £1,523,484 in income gain, £70,548 in total debts written off and £134,135 in total additional financial benefits.

**CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)**

**TRUSTEES' REPORT (continued)
For the year ended 31 March 2025**

ACHIEVEMENTS AND PERFORMANCE (continued)

Over 90% of clients reported that they were happy with the service they received from CAH and would recommend our services to others. Over 85% of clients supported found that it was easy to access our service and that we made a positive difference to their situation. The majority of clients supported, also reported a boost in their confidence, increased knowledge on their next steps and an evidential improvement to their health and wellbeing.

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievements and performance sections of this report clearly set out the activities which HCA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity. In the interest of transparency, the Trustees make the following observations on the two key principles of public benefit.

Principle 1: The must be an identifiable benefit or benefits

1a It must be clear what the benefits are

The clear benefits provided by HCA are delivered through the various service areas which are described in the Significant Activities and Achievements and Performance sections of this report and reflected in the disclosure of charitable expenditure in the Statement of Financial Activities.

1b The benefits must be related to the aims

HCA's aims are to provide the advice that people need for the problems they face and to improve the policies and practices that affect people's lives. The Trustees review the activities of the charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.

1c Benefits must be balanced against any detriment or harm

No specific issues of detriment or harm arising from the work of HCA have been identified.

Principle 2: Benefit must be to the public or a section of the public

2a The beneficiaries must be appropriate to the aims

Ultimately society as a whole will benefit from HCA's activities.

2b Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2025

STATEMENT ON PUBLIC BENEFIT (continued)

As outlined above there are no restrictions on benefits. As outlined in the body of this report significant numbers of people benefit from the activities and the opportunity to do so is open to a still wider group.

2c People in poverty must not be excluded from the opportunity to benefit

As outlined above there are no restrictions on benefits and people in poverty are at the heart of what the Charity does.

2d Any private benefits must be incidental

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the charity's aims.

FINANCIAL REVIEW

Our acquisition and retention of new sources of funding has continued to mitigate our reliance on the unrestricted grant from LBH which represented 42% of total grant income in 2024-25 compared with 40% in 2023-24, and 41% in 2022-23. One other project funded by LBH brought total funding from the Borough to 46% compared to 44% in 202-24 and 49% in 2022-23.

HCA (like most Local Citizens Advice services) is largely dependent on funding from statutory agencies, however grants from Charitable Trusts and Corporate Responsibility giving made up 50% compared with 53% in 2023-24 and 52% in 2022-23 of overall funding.

HCA participated in the Local Government Pension Scheme. This participation ended in May 2025 when the remaining members of the scheme were transferred to new employers. As a result, we no longer carry a valuation of the pension scheme in our accounts.

Reserves policy and going concern

The reserves policy of the charity, following its annual review of this policy in 2024-25 and taking into account the requirements of the Citizens Advice Membership Scheme introduced in April 2017, is to work towards holding reserves that represent a minimum of four months projected expenditure of the organisation which is expected to be equivalent to £130,667 at the start of 2025-26. The ongoing review of the reserves policy will continue to take into account the need for four months projected expenditure for a 'green' financial health rating from national Citizens Advice, together with any changed demands on the funds of the charity, for example, a Pension Fund liability provision.

The total level of reserves held is £214,614 and restricted funds not available for general purposes amounted to £0 at the end of the reporting period. As at 31 March 2025, the Charity's unrestricted reserves, including designated funds were £214,614.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2025

The charity had no commitments not provided for as liabilities as at 31 March 2025 and no functional assets of value which it considered to represent a commitment of the reserves held.

The trustees have reviewed the circumstances of the charity and consider that adequate resources continue to be available to fund the activities of the charity for the foreseeable future. The cash flow is in good position with no cash flow issues forecast for the next 12 months. There was a deficit of £58,067 for the current year. The charity has cash at bank of £202,449 and net current assets of £214,614 as at 31 March 2025. The trustees are of the view that the charity is a going concern.

Investment policy and performance

Under the Memorandum and Articles of Association, the Charity has the power to deposit or invest funds in any manner having regard to the suitability of investments and the need for diversification. At the present time the trustee's policy is to maintain such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Aims and objectives are unchanged and activities are planned to continue with improvements in access to advice and information remaining the top priority.

Key priorities will be to

- a) manage the provision of services while main office is closed by Hillingdon council
- b) widen access to initial advice and information by recruiting and training additional volunteer and paid telephone gateway staff

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2024

PLANS FOR THE FUTURE (continued)

- c) offering additional benefits advice and casework and, for the first time, offering employment advice in-house
- d) broadening our range of partnerships and outreach locations, making advice more accessible to the most vulnerable in our community

STRUCTURE AND GOVERNANCE

Constitution and organisational structure

Meetings of the Trustees as a Management Committee govern the organisation. Relevant matters are delegated to a Finance & Fundraising Sub-Committee and a Staffing & Resources Sub-Committee, who then report to the Management Committee. The Management Committee meets quarterly and the Sub-Committees meet four times a year. The Director of the organisation and two Managers who form the management team manage the day to day operation of the service.

Finance & Fundraising Tina Odam (Chair for Finance and Fundraising meetings)
 Doug Bird
 Fatima Siddiq
 Kirpal Tahim
 Hemali Patel

Staffing & Resources Felicity Cooper
 Doug Bird
 Noreen Sumra
 Richard Ashaye

The organisation is related to national Citizens Advice through membership. Arrangements for setting the pay and remuneration of the charity's key management personnel (and all employees) are decided locally by the Finance & Fundraising Sub-Committee with inflation increases being given annual consideration (with these mostly being 1-2% in recent years).

In view of the nature of the charity the Finance & Fundraising Sub-Committee takes into account the typical pay levels for local Citizens Advice roles in Outer London and, if recruitment has proven difficult a market addition is also paid provided it is reasonable and within the means of the charity.

Recruitment and appointment of Trustees

Trustees are recruited through various forms of publicity (e.g. website, displays, leaflets) in the area of operation. Trustees are elected and co-opted under the terms of the Articles of Association. In accordance with these, the minimum number of trustees in office at any time must be four and up to the maximum number of fifteen. All elected Trustees shall retire from office at the third annual general meeting at which they were elected but may be re-elected.

Induction and training of Trustees

HCA implements standard Citizens Advice procedures for induction and training which are regularly reviewed. Training needs are regularly assessed following a skills audit of Trustees. Training opportunities are publicised to all Trustees so that skills and knowledge can be updated and augmented.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2025

Risk Management

Major risks to which the organisation is exposed, as identified by the Trustees, are regularly reviewed by the Board and, as necessary, appropriate action is taken by reviewing funding, personnel, policy procedures and all control systems to mitigate such risks. The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity faces;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial viability is the major financial risk for the charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank, and active management of trade debtors and creditors balances to ensure sufficient working capital by the charity.

Attention has also been focused on non-financial risks arising from fire, health and safety of employees and clients. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff working in these operational areas.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2025

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of Citizens Advice Hillingdon for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. 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;
- 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 charitable company will continue in business

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

In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITORS

Parker Cavendish as the company's auditors at the last Annual General Meeting and have expressed their willingness to continue in that capacity.

This report was approved by the Trustees on 22nd December 2025 and signed on its behalf, by:

Hemali Patel, Chair

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Opinion

We have audited the financial statements of Citizens Advice Hillingdon Ltd ('the company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities incorporating the Summary Income and Expenditure Account, the Balance Sheet, 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 FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 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 and the Charities Act 2011.

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 charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we required for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company 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 trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly, we have been appointed as auditors under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit.

However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

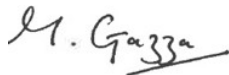
INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the company'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 any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.



Marco Gazza (Senior statutory auditor)
For and on behalf of Parker Cavendish

Date:

Suite 301
Stanmore Business & innovation Centre
Stanmore
Middlesex
HA7 1FW

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure account) For the year ended 31 March 2025

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2025 £	Total Funds 2024 £
INCOMING RESOURCES					
<i>Income and endowments from:</i>					
Donations		-	4,088	4,088	6,487
Investment income					
Interest receivable		-	5,054	5,054	5,290
Income from charitable activities	2,3	388,066	285,000	673,066	665,473
Total Incoming Resources		388,066	294,142	682,208	677,250
EXPENDITURE					
<i>Charitable activities</i>					
Advice and information	4	388,066	352,209	740,275	832,861
Total expenditure		388,066	352,209	740,275	832,861
Net income/(expenditure)		-	(58,067)	(58,067)	(155,611)
Actuarial (loss)/gain on defined benefit pension scheme	13	-	-	-	124,000
Net movement in funds		-	(58,067)	(58,067)	(31,611)
Fund balances brought forward at 1 April 2024		-	272,681	272,681	304,292
FUND BALANCES CARRIED FORWARD AT 31 MARCH 2025		-	£ 214,614	£214,614	£272,681

All the above results are derived from continuing activities.

The notes on pages 19 to 29 form part of these financial statements.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

Company number:03028957

BALANCE SHEET
As at 31 March 2025

	Notes	2025		2024	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	7		-		180
CURRENT ASSETS					
Debtors	8	171,679		101,121	
Cash at bank		202,449		279,158	
		<u>374,128</u>		<u>380,279</u>	
CREDITORS: amounts falling due within one year	9	<u>(159,514)</u>		<u>(107,778)</u>	
NET CURRENT ASSETS			<u>214,614</u>		<u>272,501</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			214,614		272,681
TOTAL NET LIABILITIES	12		<u>£214,614</u>		<u>£272,681</u>
CHARITY FUNDS					
Restricted Funds			-		-
Unrestricted funds					
Designated funds	11		-		196,083
General funds - General	11		214,614		76,598
			<u>£214,614</u>		<u>£272,681</u>

The notes on pages 19 to 29 form part of these financial statements.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 22nd December 2025.

Hemali Patel
Chair

Ernestina Larbi-Odam
Treasurer

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF CASH FLOWS
For the year ended 31 March 2025

	2025	2024
	£	£
Cash flow from operating activities		
Net cash inflow from operating activities	(81,763)	(173,629)
Cash flows from investing activities		
Interest income	5,054	5,290
Cash flows from financing activities:		
Net cash used in financing activities	-	-
Change in cash and cash equivalents in the year		
Cash and cash equivalent at the beginning of the year	279,158	447,497
Cash and cash equivalent at the end of the year	202,449	279,158
	=====	=====
	2025	2024
	£	£
Net income/(expenditure) for the year	(58,067)	(155,611)
Adjusted for:		
Depreciation	180	7,663
Defined benefit pension scheme cost less contribution (note 13)	-	29,000
Defined benefit pension scheme finance cost (note 13)	-	(30,000)
Investment income	(5,054)	(5,290)
Decrease/(increase) in debtors	(70,558)	(16,102)
(Decrease) in creditors	51,736	(3,289)
	-----	-----
Net cash provided by operating activities	(81,763)	(173,629)
	=====	=====
	2025	2024
	£	£
Cash in hand and at bank	202,449	279,158
Total cash and cash equivalents	202,449	279,158
	-----	-----
	=====	=====

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

a) Basis of preparation of financial statements

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 application in the UK and Republic of Ireland (FRS102), (Effective 1 January 2015) - (Charities SORP (FRS102) and the Companies Act 2006. Citizens Advice Hillingdon 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.

b) Preparation of the accounts on a going concern basis

At the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and at least twelve months from the date of approval of these financial statements. This expectation is based on budgets and forecasts supported by secured funding, and a strong cash position. In addition, by no longer being part of the Hillingdon Local Government Pension Scheme, (after the year end) the charity is now no longer subject to potential large deficits in the scheme. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All income is included in the Statement of Financial Activities (SOFA) when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified the income is to be expended into a future period.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Direct costs, including directly attributable salaries, are allocated on an actual basis to the key strategic areas of activity. Overheads and other salaries are allocated between the expense headings on the basis of time spent.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2025

1.5 Resources expended (continued)

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated to activities on a consistent basis.

Governance costs are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties

1.6 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. 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 bases:

Furniture, fittings and equipment - 33.3% straight line

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the SOFA as incurred.

1.8 Pensions

The company as a member of a defined benefits pension scheme. As membership ceased in May 2025 with no liabilities, we no longer include a valuation in our accounts

The company also operates a defined contribution scheme and the pension charge represents the amounts payable by the company to the fund in respect of the period.

1.9 VAT

The charity is not registered for VAT. In common with many other charities, Citizens Advice Hillingdon expenses include VAT incurred, which cannot be recovered.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

2. COMPARATIVE —2024 STATEMENT OF FINANCIAL ACTIVITIES

	Restricted Funds	Unrestricted Funds	Total Funds 2024
	£	£	£
<i>Income and endowments from:</i>			
Donations	-	6,487	6,487
Investment income			
Interest receivable	-	5,290	3,290
Income from charitable activities	380,473	285,000	665,473
Total Income	380,473	313,635	665,473
EXPENDITURE			
<i>Charitable activities</i>			
Advice and information	380,473	452,388	762,336
Total expenditure	380,473	452,388	762,336
Actuarial gain on defined benefit pension scheme	-	124,000	124,000
Net movement in funds	-	(31,611)	(31,611)
Reconciliation of Funds			
Fund balances brought forward	-	(304,292)	304,292
FUND BALANCES CARRIED FORWARD	£ -	£272,681	£272,681

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2025

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITY	Total	Total
- ADVICE AND INFORMATION	Funds	Funds
	2025	2024
	£	£
Unrestricted		
London Borough of Hillingdon - LBH	285,000	285,000
Other income	9,142	17,777
	-----	-----
	294,142	296,777
	=====	=====
Restricted		
Mental Health Money Advice	60,018	60,000
MacMillan Cancer	83,261	-
Henry Smith Charity	43,667	43,667
Trussell Trust Foodbank	42,653	42,653
City Bridge	47,667	50,347
GLA Funding	(8,100)	8,100
Trust for London	27,373	23,373
National Lottery grant	39,615	78,294
Nationwide Community DASH	(500)	53,047
Energy Redress	12,149	9,900
Riverside NHS Trust	28,000	7,992
London Borough of Ealing	4,286	28,091
Talisman Trust	6,977	-
Hospital Saturday	1,000	-
	-----	-----
	£388,066	£380,473
	=====	=====

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2025

4. RESOURCES EXPENDED

	2025	2024
	£	£
Direct costs - Advice and information	637,942	685,933
Support costs - Advice and information	102,333	146,928
	£740,275	£832,861
	£740,275	£832,861

SUPPORT COSTS COMPRISE OF:

	2025	2024
	£	£
Support staff costs	33,320	56,645
Premises costs	8,847	465
Office costs	48,884	78,753
Governance costs	12,594	11,064
	£103,645	£146,928
	£103,645	£146,928

Support costs are costs of central management. These costs are allocated to activities as above based on staff costs.

5. NET EXPENDITURE

	2025	2024
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets:		
- owned by the charity	180	7,663
Auditors' remuneration		
- audit fees (excluding VAT)	5,000	5,040
Pension costs (plus additional contributions)	43,143	44,735
	£48,323	£57,443

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2025

6. STAFF COSTS AND NUMBERS	2025	2024
	£	£
Staff costs were as follows:		
Wages and salaries	567,097	616,111
Social security costs	52,284	53,724
Defined benefit pension costs	-	29,000
Defined contribution pension costs	45,834	15,736
Staff expenses	1,423	25,422
	<u>£666,838</u>	<u>£739,993</u>

The average number of employees employed by the charity during the year was as follows:

	No.	No.
Advice and information	16	20
Support	2	2
	<u>18</u>	<u>22</u>

No employee received remuneration amounting to more than £60,000 in the year (2024: £nil)

The key management personnel of the charity comprise the Director, Advice Services Manager and Finance Manager. The total employee benefits of the key management personnel of the charity were £113,112 (2024: £148,640).

During the year, the Trustees didn't receive any remuneration or reimbursed expenses (2024: £0).

There were no related party transactions requiring disclosure in the year (2024: none).

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2025

7. TANGIBLE FIXED ASSETS		Furniture fittings and equipment £
Cost		
At 1 April 24		86,918
Additions		-
		<hr/>
At 31 March 2025		86,918
		<hr/>
Depreciation		
At 1 April 2024		86,738
Charge for the year		180
		<hr/>
At 31 March 2024		86,918
		<hr/>
Net book value		
At 31 March 2025		-
		<hr/> <hr/>
At 31 March 2024		180
		<hr/> <hr/>
8. DEBTORS	2025	2024
	£	£
Due within one year		
Other debtors	1,830	-
Accrued income	169,849	101,121
	<hr/>	<hr/>
	£171,679	£101,121
	<hr/> <hr/>	<hr/> <hr/>
9. CREDITORS: amounts falling due within one year	2025	2024
	£	£
Trade creditors	278	1,673
Accruals and deferred income	69,072	20,272
Taxation and Social Security	81,742	58,036
Pensions	8,421	27,797
	<hr/>	<hr/>
	£159,513	£107,778
	<hr/> <hr/>	<hr/> <hr/>
10. NET DEFERRED INCOME	2025	2024
	£	£
Amount deferred in the year	£52,068	£15,541
	<hr/> <hr/>	<hr/> <hr/>

The deferred income relates to funds received in advance and specifically instructed to be used in the next financial period.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2025

11. STATEMENT OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension gain/(loss) £	Transfers in/(out) £	Carried forward £
DESIGNATED FUNDS						
Covid-19 Response	14,000	-	-	-	(14,000)	-
Pilot Schemes	20,000	-	-	-	(20,000)	-
IT Modernisation	20,000	-	-	-	(20,000)	-
Project Over-run	10,000	-	-	-	(10,000)	-
End of Contracts	20,000	-	-	-	(20,000)	-
Hayes Contingency	15,000	-	-	-	(15,000)	-
Pension Deficit	97,083	-	-	-	(97,083)	-
Subtotal	196,083	-	-	-	(196,083)	-
GENERAL FUNDS						
Pension funds	-	-	-	-	-	-
General funds	76,598	294,142	(352,209)	-	196,083	214,614
Subtotal	76,598	294,142	(352,209)	-	196,083	214,614
Total unrestricted funds	£272,681	£294,142	£(352,209)	-	-	£214,614

Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment

IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients

End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances

Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19

Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.

Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2025

11. STATEMENT OF FUNDS (continued)

RESTRICTED FUNDS	Brought forward £	Incoming resources £	Resources expended £	Transfers in/(out) £	Carried forward £
Mental Health Money Advice	-	60,018	(60,000)	-	-
Henry Smith grant	-	43,667	(43,667)	-	-
Trust for London	-	27,373	(27,373)	-	-
Trussell Trust Foodbank	-	42,653	(42,653)	-	-
National Lottery	-	39,615	(78,294)	-	-
Riverside NHS	-	28,000	(28,000)	-	-
Various grants	-	150,740	(150,740)	-	-
Total	-	£388,066	£(388,066)	-	£ -

Mental Health Money Advice

This project provides a welfare benefits and debt advice service for users of mental health services.

Henry Smith Grant

This project delivers benefit advice

Trust for London

This project provides generalist advice,

Trussell Trust Grant

This project is to provide an advice service to those using the Foodbank in Hillingdon.

National Lottery

A 3 year grant to cover Hillingdon Helpers

Riverside NHS: grant to provide a mental health and well being advisor

Various grants: funding of £120,494 was received.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2025

11. STATEMENT OF FUNDS (continued)

SUMMARY OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension movement £	Transfers in/(out) £	Carried forward £
Designated funds	196,083	-	-	-	(196,083)	-
General funds:						
- general	76,598	294,142	(352,209)	-	196,083	214,614
- pension	-	-	-	-	-	-
	<u>272,681</u>	<u>294,142</u>	<u>(352,209)</u>	<u>-</u>	<u>-</u>	<u>214,614</u>
Restricted funds	-	388,066	(388,066)	-	-	-
Total funds	<u>£272,681</u>	<u>£682,208</u>	<u>£ (740,275)</u>	<u>£-</u>	<u>-</u>	<u>£214,614</u>

The transfers represent reallocations agreed by Trustees

12. ANALYSIS OF NET ASSET BETWEEN FUNDS

	Restricted Funds £	Unrestricted Funds £	Total funds 2025 £	Total funds 2024 £
Tangible fixed assets	-	-	-	180
Current assets	83,787	290,341	374,128	380,729
Creditors due within one year	(83,787)	(72,727)	(159,514)	(107,778)
Pension – liability	-	-	-	-
	<u>£ -</u>	<u>£214,614</u>	<u>£214,614</u>	<u>£272,681</u>

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

13. PENSION COMMITMENTS

Citizens Advice Hillingdon participated until May 2025 in the Local Government Pension Scheme which is a defined benefit arrangement. It is administered in accordance with the Local Government Pension Scheme Regulations 1197, as amended. It is contracted out of the State Second Pension Scheme and is a funded pension scheme. It is a multi-employer scheme. The last full actuarial valuation of this scheme was carried out by a qualified independent actuary as at 31 March 2022.

CITIZENS ADVICE HILLINGDON LTD

England & Wales - Charity number 1045991

Accounts

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2024



Registered Number: 03028957
Charity Number: 104599

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

CONTENTS

	Page
Legal and administrative information	2
Trustees' report	3 -11
Auditors' report	12-15
Statement of financial activities	16
Balance sheet	17
Statement of Cash flows	18
Notes forming part of the financial statements	19- 31

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION
For the year ended 31 March 2024

Trustees

Richard Ashaye
Douglas Bird
Anthony Burles
Felicity Cooper
Ernestina Larbi-Odham – appointed 19.09.2024
Hemali Patel
Fatima Kamran – appointed 19.09.2024
Noreen Sumra
Kirpal Tahim
Mark Beese Jarvis – resigned 01.05.2024
Simon Boddis – resigned 01.09.2023
James Michelson – resigned 27.09.2023

Management Team

Rick Jensen, CEO – resigned 30.04.2024
Mark Beese Jarvis, Interim CEO – appointed 01.05.2024
David Sewell – Finance Manager
Jasminder Nagra – Advice Services Manager

Company Registered Number

03028957

Charity Registered Number

1045991

Registered Office

The Colonnade, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW

Financial Conduct Authority Authorisation Number

FRN: 617635

Auditors

Parker Cavendish, 28 Church Road, Stanmore, Middlesex HA7 4XR

Bankers

Unity Trust Bank, 9 Brindley Place, 4 Oozells Square, Birmingham, B1 2HB

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT

For the year ended 31 March 2024

The trustees are pleased to present their annual trustees' report together with the financial statements of the charity Citizens Advice Hillingdon Ltd (HCA 'the charity') for the year ending 31 March 2024 which are also prepared to meet the requirements for a trustees' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Summary of objects

The principal objects of the company are to promote any charitable purpose for the benefit of communities in the London Borough of Hillingdon and in neighbouring boroughs, "the area of benefit" by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The charity's main function is to provide a high quality advice and information service which is free, confidential, independent and impartial. The two aims of the service are: To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively; and equally, to exercise a responsible influence on the development of social policies and services, both locally and nationally.

Aims of the charity/mission statement

The charity specifically aims to serve the needs of people who live in the London Borough of Hillingdon and neighbouring areas for reliable, high quality advice and information on their rights and responsibilities. As an independent charitable organisation, it aims to work in partnership with other voluntary, statutory and private agencies for the benefit of its clients.

HCA aims to provide free, confidential, independent and impartial advice to people regardless of their race, religion, age, disability or gender.

The objectives of the charity are put into practice through providing generalist advice at bureaux in Hillingdon, a telephone advice line and, in addition, a variety of specialised services for vulnerable groups in the community and people in debt.

Main objectives for the year

HCA's main objectives for the year, in line with its commitment to playing a full part in the implementation of the Five Year Strategic Plan of national Citizens Advice, were as follows:

- Responding to the changing needs of Hillingdon residents for advice
- Increasing access to advice and information generally
- Service development
- People development through training and support

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2024

OBJECTIVES AND ACTIVITIES (continued)

Strategies for achieving objectives

HCA has a resources strategy as detailed in its Strategic Business Development Plan (SBDP) for 2024-25 covering funding and fundraising, staff and volunteer recruitment and training, premises, equipment and IT, the implementation of which aims to ensure that all necessary inputs are in place to enable HCA to achieve its objectives.

Significant activities contributing to achievement of stated objectives

The unrestricted grant of £285,000(2023: £285,000) from the London Borough of Hillingdon (LBH) for 2023-24 enabled HCA to provide a high quality free, confidential, impartial and independent advice and information service throughout Hillingdon. As a result of the global pandemic and lockdowns services had to be provided differently. Rather than being mainly provided face to face at bureaux located in Uxbridge and Hayes, most services were provided by telephone, webchat and email. This has helped to ensure that we were able to carry on our service with little disruption when our main premises in Uxbridge were closed by the council under an extensive refurbishment programme.

Eleven funders in total provided various grants to fund additional advice for the general public, projects and specialist services to targeted groups and communities as detailed below.

Mental Health Needs: funding of £60,000 was received from London Borough of Hillingdon to provide another year of welfare benefits and debt advice service for users of mental health services.

Henry Smith Charity: a grant of £43,667 was received to deliver benefits advice from April 2023 to March 2024.

Trussell Trust: grant funding of £42,653 was received from Trussell Trust to provide an advice service to those using the Foodbank in Hillingdon.

Energy redress fund: Funding of £9,000 to provide advice and support on energy issues to vulnerable customers.

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT (continued)

For the year ended 31 March 2024

OBJECTIVES AND ACTIVITIES (continued)

National Lottery: a grant of £78,294 was received from national Citizens Advice for volunteer training, gateway and employment advice.

Trust for London: a grant of £27,373 was received for generalist advice

Riverside NHS: a grant of £7,992 was received during the for a Universal Credit advice post on site

City Bridge: a grant of £50,437 for a money advisor

Nationwide Community: a grant of £53,047 for equipment for a housing advisor

GLA: a grant of £8,100 for an Action in the Community programme

We also received confirmation of large grants for 2024 onwards from the McMillan cancer for benefits advice.

Use of volunteers

Despite Covid restrictions no longer being in place there remains an impact on our volunteers. Many of our volunteers took a break during the pandemic and most services were provided by paid staff for the majority of the year. However, as restrictions eased we were delighted to welcome our volunteers back into a wide variety of roles which included gateway assessors, benefit form fillers, research & campaigns and administrative workers.

This has left a knock on effect of reduced volunteer staff. We are in an ongoing process of recruiting new volunteers.

ACHIEVEMENTS AND PERFORMANCE

Review of performance against objectives

We were delighted to have been rated good in all areas of performance by Citizens Advice central office in our three-yearly review in February 2024. This means that our membership of Citizens Advice and our Advice Quality Standard is renewed for three years.

Results from our twentieth annual Client Feedback Survey showed that public satisfaction has been sustained at a high level. 64% of service users said their problems were resolved with our intervention, 79% service users reported they found a way forward with our help and 81% of clients reported they would recommend our service to others.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2024

ACHIEVEMENTS AND PERFORMANCE (continued)

Advisers dealt with 22,457 enquiry issues from Hillingdon residents in 2023-24 in the course of handling 12,963 client contacts with 3,899 residents. During the course of 2023-24 clients were given assistance with debts totalling £2,886,715.

The additional income gained for clients in Hillingdon as a direct result of advice given in 2023-24 totalled £1,451,821 - above the target of £1.3 million in the Specific Aims of our Corporate Grant from LBH.

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievements and performance sections of this report clearly set out the activities which HCA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity. In the interest of transparency, the Trustees make the following observations on the two key principles of public benefit.

Principle 1: There must be an identifiable benefit or benefits

1a It must be clear what the benefits are

The clear benefits provided by HCA are delivered through the various service areas which are described in the Significant Activities and Achievements and Performance sections of this report and reflected in the disclosure of charitable expenditure in the Statement of Financial Activities.

1b The benefits must be related to the aims

HCA's aims are to provide the advice that people need for the problems they face and to improve the policies and practices that affect people's lives. The Trustees review the activities of the charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.

1c Benefits must be balanced against any detriment or harm

No specific issues of detriment or harm arising from the work of HCA have been identified.

Principle 2: Benefit must be to the public or a section of the public

2a The beneficiaries must be appropriate to the aims

Ultimately society as a whole will benefit from HCA's activities.

2b Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2024

STATEMENT ON PUBLIC BENEFIT (continued)

As outlined above there are no restrictions on benefits. As outlined in the body of this report significant numbers of people benefit from the activities and the opportunity to do so is open to a still wider group.

2c People in poverty must not be excluded from the opportunity to benefit

As outlined above there are no restrictions on benefits and people in poverty are at the heart of what the Charity does.

2d Any private benefits must be incidental

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the charity's aims.

FINANCIAL REVIEW

Our acquisition and retention of new sources of funding has continued to mitigate our reliance on the unrestricted grant from LBH which represented 42% of total grant income in 2023-24 compared with 41% in 2022-23, and 37% in 2021-22. One other project funded by LBH brought total funding from the Borough to 50% compared to 49% in 2022-23 and 44% in 2021-22.

HCA (like most Local Citizens Advice services) is largely dependent on funding from statutory agencies, however grants from Charitable Trusts and Corporate Responsibility giving made up 43% compared with 52% in 2022-23 and 53% in 2021-22 of overall funding.

HCA participates in the Local Government Pension Scheme. The valuation of the pension scheme is dependent on the performance of the stock market and any surplus/deficit must be viewed in the long term and hence have little near term effect unless the Charity were to withdraw from the scheme. Trustees have no intention to do so. The Charity has sufficient cash flow to meet its current obligations, and, despite the pension surplus situation, is continuing to make increased contributions in line with the LBH annual reviews to ensure that the scheme overall will not be under-funded over its lifetime. This year liabilities have ceased on the pension fund.

Reserves policy and going concern

The reserves policy of the charity, following its annual review of this policy in 2023-24 and taking into account the requirements of the Citizens Advice Membership Scheme introduced in April 2017, is to work towards holding reserves that represent a minimum of four months projected expenditure of the organisation which is expected to be equivalent to £272,681 at the start of 2024-25. The ongoing review of the reserves policy will continue to take into account the need for four months projected expenditure for a 'green' financial health rating from national Citizens Advice, together with any changed demands on the funds of the charity, for example, a Pension Fund liability provision.

The total level of reserves held is £272,681 and restricted funds not available for general purposes amounted to £0 at the end of the reporting period. As at 31 March 2023, the Charity's unrestricted reserves, including designated funds of £196,083 but excluding the Pensions liability, were £272,681.

The designated funds of £196,083 were made up as follows:

- Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment
- IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT (continued)

For the year ended 31 March 2024

- Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients
- End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances
- Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19
- Covid-19 Response_ - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.
- Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

The charity had no commitments not provided for as liabilities as at 31 March 2024 and no functional assets of value which it considered to represent a commitment of the reserves held.

The FRS102 valuation for HCA as at 31st March 2024 indicated a pension surplus of £51,000, compared to a deficit of £125,000 at 31st March 2023, as shown in these accounts. A marked increase in market confidence during 2023-24, changes to actuarial assumptions and costs have resulted in a £176,000 increase in the deficit situation reported last financial year.

The trustees have reviewed the circumstances of the charity and consider that adequate resources continue to be available to fund the activities of the charity for the foreseeable future. The cash flow is in good position with no cash flow issues forecast for the next 12 months. There was a deficit of £168,339 for the current year. The charity has cash at bank of £279,158 and net current assets of £272,501 as at 31 March 2024.

The trustees have also given consideration to the future of the charity in the event that they do not receive certain grants. They have alternative plans in place to reduce costs, in the event that they do not receive funding, in order to carry on operations.

The trustees are of the view that the charity is a going concern.

Investment policy and performance

Under the Memorandum and Articles of Association, the Charity has the power to deposit or invest funds in any manner having regard to the suitability of investments and the need for diversification. At the present time the trustee's policy is to maintain such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Aims and objectives are unchanged and activities are planned to continue with improvements in access to advice and information remaining the top priority.

Key priorities will be to

a) manage the provision of services while main office is closed by Hillingdon council

b) widen access to initial advice and information by recruiting and training additional volunteer and paid telephone gateway staff

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2024

PLANS FOR THE FUTURE (continued)

c) offering additional benefits advice and casework and, for the first time, offering employment advice in-house

d) broadening our range of partnerships and outreach locations, making advice more accessible to the most vulnerable in our community

STRUCTURE AND GOVERNANCE

Constitution and organisational structure

Meetings of the Trustees as a Management Committee govern the organisation. Relevant matters are delegated to a Finance & Fundraising Sub-Committee and a Staffing & Resources Sub-Committee, who then report to the Management Committee. The Management Committee meets quarterly and the Sub-Committees meet four times a year. The Director of the organisation and two Managers who form the management team manage the day to day operation of the service.

Finance & Fundraising	Ernestina Labri-Odam (Chair for Finance and Fundraising meetings) Douglas Bird Fatima Kamran Kirpal Tahim Hemali Patel
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Staffing & Resources	Felicity Cooper Douglas Bird Noreen Sumra Richard Ashaye
----------------------	---

The organisation is related to national Citizens Advice through membership. Arrangements for setting the pay and remuneration of the charity's key management personnel (and all employees) are decided locally by the Finance & Fundraising Sub-Committee with inflation increases being given annual consideration (with these mostly being 1-2% in recent years).

In view of the nature of the charity the Finance & Fundraising Sub-Committee takes into account the typical pay levels for local Citizens Advice roles in Outer London and, if recruitment has proven difficult a market addition is also paid provided it is reasonable and within the means of the charity.

Recruitment and appointment of Trustees

Trustees are recruited through various forms of publicity (e.g. website, displays, leaflets) in the area of operation. Trustees are elected and co-opted under the terms of the Articles of Association. In accordance with these, the minimum number of trustees in office at any time must be four and up to the maximum number of fifteen. All elected Trustees shall retire from office at the third annual general meeting at which they were elected but may be re-elected.

Induction and training of Trustees

HCA implements standard Citizens Advice procedures for induction and training which are regularly reviewed. Training needs are regularly assessed following a skills audit of Trustees. Training opportunities are publicised to all Trustees so that skills and knowledge can be updated and augmented.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2024

Risk Management

Major risks to which the organisation is exposed, as identified by the Trustees, are regularly reviewed by the Board and, as necessary, appropriate action is taken by reviewing funding, personnel, policy procedures and all control systems to mitigate such risks. The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity faces;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial viability is the major financial risk for the charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank, and active management of trade debtors and creditors balances to ensure sufficient working capital by the charity.

Attention has also been focused on non-financial risks arising from fire, health and safety of employees and clients. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff working in these operational areas.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2024

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of Citizens Advice Hillingdon for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. 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;
- 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 charitable company will continue in business

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

In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITORS

Parker Cavendish as the company's auditors at the last Annual General Meeting and have expressed their willingness to continue in that capacity.

This report was approved by the Trustees on 13 February 2025 and signed on its behalf, by:

Hemali Patel, Chair

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Opinion

We have audited the financial statements of Citizens Advice Hillingdon Ltd ('the company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities incorporating the Summary Income and Expenditure Account, the Balance Sheet, 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 FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 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 and the Charities Act 2011.

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 charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we required for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company 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 trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly, we have been appointed as auditors under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit.

However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain

audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the company'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 any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.



Marco Gazza (Senior statutory auditor)
For and on behalf of Parker Cavendish

Date: 13 February 2025

28 Church Road
Stanmore
Middlesex
HA7 4XR

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure account) For the year ended 31 March 2024

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2024 £	Total Funds 2023 £
INCOMING RESOURCES					
<i>Income and endowments from:</i>					
Donations		-	6,487	6,487	25,157
Investment income					
Interest receivable		-	5,290	5,290	3,478
Income from charitable activities	2,3	380,473	285,000	665,473	660,217
Total Incoming Resources		<u>380,473</u>	<u>296,777</u>	<u>677,250</u>	<u>688,852</u>
EXPENDITURE					
<i>Charitable activities</i>					
Advice and information	4	380,473	452,388	832,861	762,336
Total expenditure		<u>380,473</u>	<u>452,388</u>	<u>832,861</u>	<u>762,336</u>
Net income/(expenditure)		-	(155,611)	(155,611)	(73,484)
Actuarial (loss)/gain on defined benefit pension scheme	13	-	124,000	124,000	493,000
Net movement in funds		-	(31,611)	(31,611)	419,516
Fund balances brought forward at 1 April 2023		-	304,292	304,292	(115,224)
FUND BALANCES CARRIED FORWARD AT 31 MARCH 2024		<u>-</u>	<u>272,681</u>	<u>272,681</u>	<u>304,292</u>

All the above results are derived from continuing activities.

The notes on pages 19 to 31 form part of these financial statements.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

Company number:03028957

BALANCE SHEET
As at 31 March 2024

	Notes	2024		2023	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	7		180		7,843
CURRENT ASSETS					
Debtors	8	101,121		85,019	
Cash at bank		279,158		447,497	
		<u>380,279</u>		<u>532,516</u>	
CREDITORS: amounts falling due within one year	9	<u>(107,778)</u>		<u>(111,067)</u>	
NET CURRENT ASSETS			<u>272,501</u>		<u>421,449</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>272,681</u>		<u>429,292</u>
Pension Scheme Deficit	13		-		(125,000)
TOTAL NET LIABILITIES	12		<u>272,681</u>		<u>304,292</u>
CHARITY FUNDS					
Restricted Funds			-		-
Unrestricted funds					
Designated funds	11		196,083		196,083
General funds - General	11		76,598		233,209
- Pension reserve	11		-		(125,000)
			<u>272,681</u>		<u>304,292</u>

The notes on pages 19 to 31 form part of these financial statements.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 13 February 2025.

Hemali Patel
Chair

Ernestina Larbi-Odam
Treasurer

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF CASH FLOWS
For the year ended 31 March 2024

	2024	2023
	£	£
Cash flow from operating activities		
Net cash inflow from operating activities	(173,629)	(107,757)
Cash flows from investing activities		
Interest income	5,290	3,478
Cash flows from financing activities:		
Net cash used in financing activities	-	-
Change in cash and cash equivalents in the year		
Cash and cash equivalent at the beginning of the year	447,497	551,776
Cash and cash equivalent at the end of the year	<u>279,158</u>	<u>447,497</u>
	=====	=====
	2024	2023
	£	£
Net income/(expenditure) for the year	(155,611)	(73,484)
Adjusted for:		
Depreciation	7,663	10,912
Defined benefit pension scheme cost less contribution (note 13)	29,000	65,000
Defined benefit pension scheme finance cost (note 13)	(30,000)	(28,000)
Investment income	(5,290)	(3,478)
Decrease/(increase) in debtors	(16,102)	(32,419)
(Decrease) in creditors	(3,289)	(46,288)
Net cash provided by operating activities	<u>(173,629)</u>	<u>(107,757)</u>
	=====	=====
	2024	2023
	£	£
Cash in hand and at bank	279,158	447,497
Total cash and cash equivalents	<u>279,158</u>	<u>447,497</u>
	=====	=====

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

a) Basis of preparation of financial statements

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 application in the UK and Republic of Ireland (FRS102) (Effective 1 January 2015) - (Charities SORP (FRS102) and the Companies Act 2006. Citizens Advice Hillingdon 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.

b) Preparation of the accounts on a going concern basis

At the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and at least twelve months from the date of approval of these financial statements. This expectation is based on budgets and forecasts supported by secured funding, and a strong cash position.

The trustees have also given consideration to the future of the charity in the event that they do not receive certain grants. They have alternative plans in place to reduce costs, in the event that they do not receive funding, in order to carry on operations.

In addition, whilst being fully cognisant of our part in the Hillingdon Local Government Pension Scheme, (which has shown large deficits in the past but is currently showing a surplus), HCA continues to be in a position to fully co-operate with the Council's plans to address any potential deficits over a number of years and ensure the Scheme's sustainability through enhanced contribution rates. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All income is included in the Statement of Financial Activities (SOFA) when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified the income is to be expended into a future period.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular

activities they have been allocated on a basis consistent with the use of the resources.

Direct costs, including directly attributable salaries, are allocated on an actual basis to the key strategic areas of activity. Overheads and other salaries are allocated between the expense headings on the basis of time spent.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued) For the year ended 31 March 2024

1.5 Resources expended (continued)

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated to activities on a consistent basis.

Governance costs are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties

1.6 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. 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 bases:

Furniture, fittings and equipment	-	33.3%	straight line
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1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the SOFA as incurred.

1.8 Pensions

The company is a member of a defined benefits pension scheme and the pension charge is based on the actuarial valuation. Full actuarial valuations are obtained triennially and are updated at each balance sheet date. The valuation was carried out by an officer of the group. The assets of the scheme are held separately from those of the charity. The contributions to the scheme are charged to the statement of financial activities so as to spread the cost of pensions over the service lives of employees. Variations from the regular costs are spread over the average expected remaining working lives of current members in the scheme.

The company also operates a defined contribution scheme and the pension charge represents the amounts payable by the company to the fund in respect of the period.

1.9 VAT

The charity is not registered for VAT. In common with many other charities, Citizens Advice Hillingdon expenses include VAT incurred, which cannot be recovered.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

2. COMPARATIVE —2023 STATEMENT OF FINANCIAL ACTIVITIES

	Restricted Funds	Unrestricted Funds	Total Funds 2023
	£	£	£
<i>Income and endowments from:</i>			
Donations	-	25,157	25,157
Investment income			
Interest receivable	-	3,478	3,478
Income from charitable activities	375,217	285,000	660,217
Total Income	375,217	313,635	688,852
EXPENDITURE			
<i>Charitable activities</i>			
Advice and information	375,217	387,119	762,336
Total expenditure	375,217	387,119	762,336
Actuarial (loss)/gain on defined benefit pension scheme	-	493,000	493,000
Net movement in funds	-	419,516	419,516
Reconciliation of Funds			
Fund balances brought forward	-	(115,224)	(115,224)
FUND BALANCES CARRIED FORWARD	-	304,292	304,292

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITY	Total	Total
- ADVICE AND INFORMATION	Funds	Funds
	2024	2023
	£	£
Unrestricted		
London Borough of Hillingdon - LBH	285,000	285,000
Other income	11,777	28,635
	-----	-----
	296,777	313,635
	=====	=====
Restricted		
Mental Health Money Advice	60,000	55,735
EUSS Grant	-	8,443
Henry Smith Charity	43,667	43,694
Trussell Trust Foodbank	42,653	-
City Bridge	50,347	48,089
GLA Funding	8,100	-
Capitalise Debt Advice	-	27,482
Potentiality Plus	-	45,548
Trust for London	27,373	23,373
National Lottery grant	78,294	63,667
Nationwide Community DASH	53,047	17,000
Energy Redress	9,000	12,960
Riverside NHS Trust	7,992	28,091
Co-op	-	2,258
The Veterans foundation	-	(1,933)
	-----	-----
	380,473	375,217
	=====	=====

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

4. RESOURCES EXPENDED

	2024	2023
	£	£
Direct costs - Advice and information	685,933	641,846
Support costs - Advice and information	146,928	120,490
	832,861	762,336
	832,861	762,336

SUPPORT COSTS COMPRISE OF:

	2024	2023
	£	£
Support staff costs	56,645	37,050
Premises costs	465	712
Office costs	78,753	70,335
Governance costs	11,064	12,393
	146,928	120,490
	146,928	120,490

Support costs are costs of central management. These costs are allocated to activities as above based on staff costs.

5. NET EXPENDITURE

	2024	2023
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets:		
- owned by the charity	7,663	10,912
Auditors' remuneration		
- audit fees (excluding VAT)	5,040	5,964
Pension costs (plus additional contributions)	44,735	78,724
	44,735	78,724

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

6. STAFF COSTS AND NUMBERS	2024	2023
	£	£
Staff costs were as follows:		
Wages and salaries	616,111	536,395
Social security costs	53,724	52,205
Defined benefit pension costs	29,000	65,000
Defined contribution pension costs	15,736	13,724
Staff expenses	25,422	7,896
	<u>739,993</u>	<u>675,220</u>

The average number of employees employed by the charity during the year was as follows:

	No.	No.
Advice and information	20	19
Support	2	2
	<u>22</u>	<u>21</u>

No employee received remuneration amounting to more than £60,000 in the year (2023: £nil)

The key management personnel of the charity comprise the Director, Advice Services Manager and Finance Manager. The total employee benefits of the key management personnel of the charity were £148,640 (2023: £128,356).

During the year, the Trustees didn't receive any remuneration but were reimbursed £0 for expenses (2023: £0).

There were no related party transactions requiring disclosure in the year (2023: none).

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

		Furniture fittings and equipment
7. TANGIBLE FIXED ASSETS		£
Cost		
At 1 April 23		86,918
Additions		-
		<hr/>
At 31 March 2024		86,918
		<hr/>
Depreciation		
At 1 April 2023		79,075
Charge for the year		7,663
		<hr/>
At 31 March 2024		86,738
		<hr/>
Net book value		
At 31 March 2024		180
		<hr/> <hr/>
At 31 March 2023		7,843
		<hr/> <hr/>
8. DEBTORS	2024	2023
	£	£
Due within one year		
Accrued income	101,121	85,019
	<hr/>	<hr/>
	101,121	85,019
	<hr/> <hr/>	<hr/> <hr/>
9. CREDITORS: amounts falling due within one year	2024	2023
	£	£
Trade creditors	1,673	3,576
Accruals and deferred income	20,272	72,554
Taxation and Social Security	58,036	14,438
Pensions	27,797	20,499
	<hr/>	<hr/>
	107,778	111,067
	<hr/> <hr/>	<hr/> <hr/>
10. NET DEFERRED INCOME	2024	2023
	£	£
Amount deferred in the year	15,541	67,309
	<hr/> <hr/>	<hr/> <hr/>

The deferred income relates to funds received in advance and specifically instructed to be used in the next financial period.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

11. STATEMENT OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension gain/(loss) £	Transfers in/(out) £	Carried forward £
DESIGNATED FUNDS						
Covid-19 Response	14,000	-	-	-	-	14,000
Pilot Schemes	20,000	-	-	-	-	20,000
IT Modernisation	20,000	-	-	-	-	20,000
Project Over-run	10,000	-	-	-	-	10,000
End of Contracts	20,000	-	-	-	-	20,000
Hayes Contingency	15,000	-	-	-	-	15,000
Pension Deficit	97,083	-	-	-	-	97,083
Subtotal	196,083	-	-	-	-	196,083
GENERAL FUNDS						
Pension funds	(125,000)		1,000	124,000	-	-
General funds	233,209	296,777	(453,388)		-	76,598
Subtotal	108,209	296,777	(452,388)	124,000	-	76,598
Total unrestricted funds	304,292	296,777	(452,388)	124,000	-	272,681

Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment

IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients

End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances

Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19

Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.

Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

11. STATEMENT OF FUNDS (continued)

RESTRICTED FUNDS	Brought forward £	Incoming resources £	Resources expended £	Transfers in/(out) £	Carried forward £
Mental Health Money Advice	-	60,000	(60,000)	-	-
Henry Smith grant	-	43,667	(43,667)	-	-
Trust for London	-	27,373	(27,373)	-	-
Trussell Trust Foodbank	-	42,653	(42,653)	-	-
National Lottery	-	78,294	(78,294)	-	-
Riverside NHS	-	7,992	(7,992)	-	-
Various grants	-	120,494	(120,494)	-	-
Total	<u>-</u>	<u>380,473</u>	<u>(380,473)</u>	<u>-</u>	<u>-</u>

Mental Health Money Advice

This project provides a welfare benefits and debt advice service for users of mental health services.

Henry Smith Grant

This project delivers benefit advice.

Trust for London

This project provides generalist advice.

Trussell Trust Grant

This project is to provide an advice service to those using the Foodbank in Hillingdon.

National Lottery

A 3 year grant to cover Hillingdon Helpers.

Riverside NHS: grant to provide a mental health and well being advisor for 4 months.

Various grants: funding of £120,494 was received.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

11. STATEMENT OF FUNDS (continued)

SUMMARY OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension movement £	Transfers in/(out) £	Carried forward £
Designated funds	196,083	-	-	-	-	196,083
General funds:						
- general	233,209	296,777	(453,388)	-	-	76,598
- pension	(125,000)	-	1,000	124,000	-	-
	<u>304,292</u>	<u>296,777</u>	<u>(452,388)</u>	<u>124,000</u>	<u>-</u>	<u>272,681</u>
Restricted funds	-	380,473	(380,473)	-	-	-
Total funds	<u><u>304,292</u></u>	<u><u>677,250</u></u>	<u><u>(832,861)</u></u>	<u><u>124,000</u></u>	<u><u>-</u></u>	<u><u>272,681</u></u>

The transfers represent reallocations agreed by Trustees

12. ANALYSIS OF NET ASSET BETWEEN FUNDS

	Restricted Funds £	Unrestricted Funds £	Total funds 2024 £	Total funds 2023 £
Tangible fixed assets	-	180	180	7,843
Current assets	85,165	295,114	380,729	532,516
Creditors due within one year	(85,165)	(22,613)	(107,778)	(111,067)
Pension – liability	-	-	-	(125,000)
	<u>-</u>	<u>272,681</u>	<u>272,681</u>	<u>304,292</u>

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

13. PENSION COMMITMENTS

Citizens Advice Hillingdon participates in the Local Government Pension Scheme which is a defined benefit arrangement. It is administered in accordance with the Local Government Pension Scheme Regulations 1197, as amended. It is contracted out of the State Second Pension Scheme and is a funded pension scheme. It is a multi-employer scheme. The last full actuarial valuation of this scheme was carried out by a qualified independent actuary as at 31 March 2022.

FRS102 require disclosure of assets and liabilities as at 31 March 2024 calculated in accordance with the requirements of FRS102. They also require disclosure of the items which would appear in the statement of financial activities and in the statement of total recognised gains and losses. An actuarial valuation was carried out for the defined benefit scheme by Hymans Robertson using the projected unit method of valuation method. The major assumptions used were;

	2024	2023
	%	%
Main assumptions		
Rate of increase in salaries	3.30%	3.50%
Rate of increase in pensions in payment	2.80%	3.00%
Discount rate	4.80%	4.75%

Mortality

Life expectancy is based on the Funds VitaCurves with improvements in line with the CMI 2021 model, with a 0% weighting of 2023 (and 2022) data, standard smoothing (Sk7), initial adjustments of 0.25% and a long term rate 1.5% p.a. for both males and females. Based on these assumptions, the average future life expectancies at age 65 are summarised below:

	Males	Females
Current Pensioners	21.8 years	24.7 years
Future Pensioners	22.7 years	25.8 years

Historic mortality

Life expectancy for all of the below year ends is based on the Fund's VitaCurves. The allowance for future life expectancy are in the following table:

Year ended	Current Pensioners	Future Pensioners
31 March 2024	CMI 2021 an allowance for smoothing of recent mortality experience and long term rates of 1.5% p.a.	CMI 2021 model, an allowance for smoothing of recent mortality experience and long term rates of 1.5% p.a.

Mortality assumptions used to value the Obligations in the Employer's Closing Position are different to those used to value the Obligations in the Employer's Opening Position.

Commutation

An allowance is included for future retirements to elect to take 55% of the maximum additional tax-free cash up to HMRC limits

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

13. PENSION COMMITMENTS (continued)

Changes in the fair value of planned assets, defined benefit obligation and net liability for year end 31 March 2024

	2024		2023	
	Assets £'000	Obligations £'000	Net Liability £'000	Net Liability £'000
Fair value of planned assets	2,299	-	2299	2,846
Present value of funded liabilities		2,424	(2,424)	(3,067)
Opening position	2,299	2,424	(125)	(581)
Service cost				
Current service cost*		24	(24)	(49)
Total service cost	-	24	(24)	(49)
Net Interest				
Interest income on plan assets	108	-	108	66
Interest cost on defined benefit obligation	-	113	(113)	(82)
Total net interest	108	113	(5)	(16)
Total	108	137	(29)	(65)
Cashflows				
Plan participants' contributions	6	6	-	-
Employer contributions	30	-	30	28
Benefits paid	(101)	(101)	-	-
Expected closing position	2,342	2,466	(124)	(618)
Remeasurements				
Changes in demographic assumptions	-	(14)	14	(24)
Changes in financial assumptions	-	(95)	95	997
Other experience	-	83	83	263
Return on assets excluding amounts included in net interest	149	-	149	(217)
	-	-	-	-
Total remeasurements recognised in Other Comprehensive Income (OCI)	149	(26)	175	493

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2024

13. PENSION COMMITMENTS (continued)

		2024	2023
	Assets £'000	Obligations £'000	Net Liability £'000
Fair value of plan assets	2,491	-	2,491
Present value of funded liabilities	-	2,440	(2,440)
	-----	-----	-----
Closing position	2,491	2,440	51
	=====	=====	=====

Analysis of projected amount to be charged to operating profit for the period to 31 March 2025

Period Ended 31 March 2025	Assets £(000)	Obligations £(000)	Net (liability)/asset £(000)	% of pay
Projected Current service cost *		23	(23)	(27.1%)
Past service cost including curtailments		-	-	-
Effect of settlements	-	-	-	-
Total Service Cost	-	23	(23)	(27.1%)
Interest income on plan assets	117		117	137.6%
Interest cost on defined benefit obligation		115	(115)	(135.3%)
Total Net Interest Cost	117		2	(2.3%)
Total Included in Profit and Loss	117	138	(21)	(24.8%)

* The current service cost includes an allowance for administration expenses of 0.8% of payroll. The monetary value is based on a projected payroll of £85,000.

The contributions paid by the Employer are set by the Fund following an actuarial valuation. For further details on the approach adopted to set contribution rates for the Employer, please refer to the latest formal valuation report and Funding Strategy Statement.

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Signature 1

Signed by Hemali Patel using authentication code UXNrMTUuKGUsQVVI at IP address 136.228.232.181, on 2025/02/13 14:13:57 Z.

Hemali Patel's e-mail address is: chair@hillingdoncab.org.uk.

Signature 2

Signed by Tina Larbi-Odam using authentication code LIBQYiREXHpKZzVG at IP address 86.16.173.172, on 2025/02/13 20:12:17 Z.

Tina Larbi-Odam's e-mail address is: tina.odam@gmail.com.

CITIZENS ADVICE HILLINGDON LTD

England & Wales - Charity number 1045991

Accounts

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2023



Registered Number: 03028957
Charity Number: 104599

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

CONTENTS

	Page
Legal and administrative information	2
Trustees' report	3 -11
Auditors' report	12-15
Statement of financial activities	16
Balance sheet	17
Statement of Cash flows	18
Notes forming part of the financial statements	19- 31

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION
For the year ended 31 March 2023

Trustees

James Michelson, Treasurer-resigned 12.09.23
Richard Ashaye
Doug Bird
Simon Boddis Chair- resigned 01.09.23
Felicity Cooper
Simon Quince – resigned 27.6.2022
Noreen Sumra
Kirpal Tahim
Mark Beese Jarvis – appointed 13.4.2022
Hemali Patel – appointed 22.4.2022
Anthony Burles-appointed 28.10.2022

Management Team

Rick Jensen – CEO
David Sewell – Finance Manager
Jasminder Nagra – Advice Services Manager

Company Registered Number

03028957

Charity Registered Number

1045991

Registered Office

The Colonnade, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW

Financial Conduct Authority Authorisation Number

FRN: 617635

Auditors

Parker Cavendish, 28 Church Road, Stanmore, Middlesex HA7 4XR

Bankers

Unity Trust Bank, 9 Brindley Place, 4 Oozells Square, Birmingham, B1 2HB

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT (continued)

For the year ended 31 March 2023

The trustees are pleased to present their annual trustees' report together with the financial statements of the charity Citizens Advice Hillingdon Ltd (HCA 'the charity') for the year ending 31 March 2023 which are also prepared to meet the requirements for a trustees' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Summary of objects

The principal objects of the company are to promote any charitable purpose for the benefit of communities in the London Borough of Hillingdon and in neighbouring boroughs, "the area of benefit" by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The charity's main function is to provide a high quality advice and information service which is free, confidential, independent and impartial. The two aims of the service are: To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively; and equally, to exercise a responsible influence on the development of social policies and services, both locally and nationally.

Aims of the charity/mission statement

The charity specifically aims to serve the needs of people who live in the London Borough of Hillingdon and neighbouring areas for reliable, high quality advice and information on their rights and responsibilities. As an independent charitable organisation, it aims to work in partnership with other voluntary, statutory and private agencies for the benefit of its clients.

HCA aims to provide free, confidential, independent and impartial advice to people regardless of their race, religion, age, disability or gender.

The objectives of the charity are put into practice through providing generalist advice at bureaux in Hillingdon, a telephone advice line and, in addition, a variety of specialised services for vulnerable groups in the community and people in debt.

Main objectives for the year

HCA's main objectives for the year, in line with its commitment to playing a full part in the implementation of the Five Year Strategic Plan of national Citizens Advice, were as follows:

- Responding to the changing needs of Hillingdon residents for advice
- Increasing access to advice and information generally
- Service development
- People development through training and support

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2023

OBJECTIVES AND ACTIVITIES (continued)

Strategies for achieving objectives

HCA has a resources strategy as detailed in its Strategic Business Development Plan (SBDP) for 2020-23 covering funding and fundraising, staff and volunteer recruitment and training, premises, equipment and IT, the implementation of which aims to ensure that all necessary inputs are in place to enable HCA to achieve its objectives.

Significant activities contributing to achievement of stated objectives

The unrestricted grant of £285,000(2022: £280,000) from the London Borough of Hillingdon (LBH) for 2022-23 enabled HCA to provide a high quality free, confidential, impartial and independent advice and information service throughout Hillingdon. However, the global pandemic and lockdowns meant that services had to be provided differently for the second half of this year. Rather than being mainly provided face to face at bureaux located in Uxbridge and Hayes, most services were provided by telephone, webchat and email. Our business continuity plan was triggered and staff were redeployed to home working. This meant that clients could still contact us to obtain the advice they needed throughout the pandemic. Since Covid-19 restrictions have ended we have returned partially to face to face working

Eight funders in total provided various grants to fund additional advice for the general public, projects and specialist services to targeted groups and communities as detailed below.

Mental Health Needs: funding of £55,735 was received from London Borough of Hillingdon to provide another year of welfare benefits and debt advice service for users of mental health services.

Henry Smith Charity: a grant of £43,694 was received to deliver benefits advice from April 2022 to March 2023.

Debt Free London: grant funding of £27,482 was received from Toynbee Hall to provide debt advice in Hillingdon, continuing the service throughout 2022-23.

Potentiality Plus: the project to enhance the gateway assessment service at the Hayes CAB was granted renewed funding from Hillingdon Community Trust of £45,548 from April 2022 to March 2023.

EU Settled Status: funding of £5,629 was received from the Home Office via Citizens Advice Barnet to assist vulnerable EU citizens in making applications for settled status in the UK.

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT (continued)

For the year ended 31 March 2023

OBJECTIVES AND ACTIVITIES (continued)

National Lottery: a grant of £63,667 was received from national Citizens Advice for volunteer training, gateway and employment advice.

Trust for London: a grant of £23,373 was received for generalist advice

Riverside NHS: a grant of £28,901 was received during the for a Universal Credit advice post on site

City Bridge: a grant of £48,089 for a money advisor

Nationwide Community: a grant of £17,000 for equipment for a housing advisor

We also received confirmation of large grants for 2022 onwards from the Henry Smith Charity for benefits advice. This will assist us to increase advice provision when demand increases as emergency measures such as furlough are phased out.

Use of volunteers

This was an unprecedented year for the Citizens Advice Service in many ways, not least the impact on our volunteers. Many of our volunteers took a break during the pandemic and most services were provided by paid staff for the majority of the year. However, as restrictions eased we were delighted to welcome our volunteers back into a wide variety of roles which included gateway assessors, benefit form fillers, research & campaigns and administrative workers. Our trustees continued to meet online during the pandemic.

This has left a knock on effect of reduced volunteer staff. We are in an ongoing process of recruiting new volunteers.

ACHIEVEMENTS AND PERFORMANCE

Review of performance against objectives

We were delighted to have been rated good in all areas of performance by Citizens Advice central office in our three-yearly review in February 2021. This means that our membership of Citizens Advice and our Advice Quality Standard is renewed for three years.

Results from our nineteenth annual Client Feedback Survey showed that public satisfaction has been sustained at a high level despite the constraints imposed by Covid-19. 99.2% of service users were very or

**CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)**

**TRUSTEES' REPORT (continued)
For the year ended 31 March 2022**

ACHIEVEMENTS AND PERFORMANCE (continued)

fairly happy with our service overall; 88.9% reported reduced stress or improved health and wellbeing and 90.1% felt more confident to deal with problems.

Advisers dealt with 21,276 enquiry issues from Hillingdon residents in 2022-23 in the course of handling 12,210 client contacts with 4,762 residents. During the course of 2022-23 clients were given assistance with debts totalling £2,886,715.

The additional income gained for clients in Hillingdon as a direct result of advice given in 2022-23 totalled £1,616,289 - above the target of £1.3 million in the Specific Aims of our Corporate Grant from LBH.

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievements and performance sections of this report clearly set out the activities which HCA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity. In the interest of transparency, the Trustees make the following observations on the two key principles of public benefit.

Principle 1: The must be an identifiable benefit or benefits

1a It must be clear what the benefits are

The clear benefits provided by HCA are delivered through the various service areas which are described in the Significant Activities and Achievements and Performance sections of this report and reflected in the disclosure of charitable expenditure in the Statement of Financial Activities.

1b The benefits must be related to the aims

HCA's aims are to provide the advice that people need for the problems they face and to improve the policies and practices that affect people's lives. The Trustees review the activities of the charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.

1c Benefits must be balanced against any detriment or harm

No specific issues of detriment or harm arising from the work of HCA have been identified.

Principle 2: Benefit must be to the public or a section of the public

2a The beneficiaries must be appropriate to the aims

Ultimately society as a whole will benefit from HCA's activities.

2b Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2022

STATEMENT ON PUBLIC BENEFIT (continued)

As outlined above there are no restrictions on benefits. As outlined in the body of this report significant numbers of people benefit from the activities and the opportunity to do so is open to a still wider group.

2c People in poverty must not be excluded from the opportunity to benefit

As outlined above there are no restrictions on benefits and people in poverty are at the heart of what the Charity does.

2d Any private benefits must be incidental

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the charity's aims.

FINANCIAL REVIEW

Our acquisition and retention of new sources of funding has continued to mitigate our reliance on the unrestricted grant from LBH which represented 41% of total grant income in 2022-23 compared with 37% in 2021-22, and 41% in 2020-21. One other project funded by LBH brought total funding from the Borough to 49% compared to 44% in 21-22 and 48% in 2020-21.

HCA (like most Local Citizens Advice services) is largely dependent on funding from statutory agencies, however grants from Charitable Trusts and Corporate Responsibility giving made up 52% compared with 53% in 2021-22 and 51% in 2020-21 of overall funding.

HCA participates in the Local Government Pension Scheme. The valuation of the pension scheme is dependent on the performance of the stock market and any surplus/deficit must be viewed in the long term and hence have little near term effect unless the Charity were to withdraw from the scheme. Trustees have no intention to do so. The Charity has sufficient cash flow to meet its current obligations, and, despite the pension deficit situation falling in 2021-22 and 2020-21, is continuing to make increased contributions in line with the LBH annual reviews to ensure that the scheme overall will not be under-funded over its lifetime. This year liabilities have decreased on the pension fund.

Reserves policy and going concern

The reserves policy of the charity, following its annual review of this policy in 2021-22 and taking into account the requirements of the Citizens Advice Membership Scheme introduced in April 2017, is to work towards holding reserves that represent a minimum of four months projected expenditure of the organisation which is expected to be equivalent to £241,778 at the start of 2023-24. The ongoing review of the reserves policy will continue to take into account the need for four months projected expenditure for a 'green' financial health rating from national Citizens Advice, together with any changed demands on the funds of the charity, for example, a Pension Fund liability provision.

The total level of reserves held is £304,292 and restricted funds not available for general purposes amounted to £0 at the end of the reporting period. As at 31 March 2023, the Charity's unrestricted reserves, including designated funds of £196,083 but excluding the Pensions liability, were £429,292.

The designated funds of £196,083 were made up as follows:

- Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment
- IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2022

- Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients
- End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances
- Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19
- Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.
- Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

The charity had no commitments not provided for as liabilities as at 31 March 2023 and no functional assets of value which it considered to represent a commitment of the reserves held.

The FRS102 valuation for HCA as at 31st March 2023 indicated a pension deficit of £125,000, compared to £581,000 at 31st March 2022, as shown in these accounts. A marked decrease in market confidence during 2021-23, changes to actuarial assumptions and costs have resulted in a £456,000 decrease in the deficit situation reported last financial year.

The trustees have reviewed the circumstances of the charity and consider that adequate resources continue to be available to fund the activities of the charity for the foreseeable future. The cash flow is in good position with no cash flow issues forecast for the next 12 months. There was a deficit of £121,300 for the current year. The charity has cash at bank of £447,497 and net current assets of £421,449 as at 31 March 2023. The trustees are of the view that the charity is a going concern.

Investment policy and performance

Under the Memorandum and Articles of Association, the Charity has the power to deposit or invest funds in any manner having regard to the suitability of investments and the need for diversification. At the present time the trustee's policy is to maintain such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Aims and objectives are unchanged and activities are planned to continue with improvements in access to advice and information remaining the top priority.

Key priorities will be to

a) manage the gradual re-opening of services in a Covid-secure manner

b) widen access to initial advice and information by recruiting and training additional volunteer and paid telephone gateway staff

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2022

PLANS FOR THE FUTURE (continued)

- c) offering additional benefits advice and casework and, for the first time, offering employment advice in-house
- d) broadening our range of partnerships and outreach locations, making advice more accessible to the most vulnerable in our community

STRUCTURE AND GOVERNANCE

Constitution and organisational structure

Meetings of the Trustees as a Management Committee govern the organisation. Relevant matters are delegated to a Finance & Fundraising Sub-Committee and a Staffing & Resources Sub-Committee, who then report to the Management Committee. The Management Committee meets quarterly and the Sub-Committees meet four times a year. The Director of the organisation and two Managers who form the management team manage the day to day operation of the service.

Finance & Fundraising	James Michelson (Chair for Finance and Fundraising meetings) Doug Bird Mark Beese Jarvis Kirpal Tahim Simon Boddis
-----------------------	--

Staffing & Resources	Felicity Cooper Doug Bird Noreen Sumra Richard Ashaye
----------------------	--

The organisation is related to national Citizens Advice through membership. Arrangements for setting the pay and remuneration of the charity's key management personnel (and all employees) are decided locally by the Finance & Fundraising Sub-Committee with inflation increases being given annual consideration (with these mostly being 1-2% in recent years).

In view of the nature of the charity the Finance & Fundraising Sub-Committee takes into account the typical pay levels for local Citizens Advice roles in Outer London and, if recruitment has proven difficult a market addition is also paid provided it is reasonable and within the means of the charity.

Recruitment and appointment of Trustees

Trustees are recruited through various forms of publicity (e.g. website, displays, leaflets) in the area of operation. Trustees are elected and co-opted under the terms of the Articles of Association. In accordance with these, the minimum number of trustees in office at any time must be four and up to the maximum number of fifteen. All elected Trustees shall retire from office at the third annual general meeting at which they were elected but may be re-elected.

Induction and training of Trustees

HCA implements standard Citizens Advice procedures for induction and training which are regularly reviewed. Training needs are regularly assessed following a skills audit of Trustees. Training opportunities are publicised to all Trustees so that skills and knowledge can be updated and augmented.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2023

Risk Management

Major risks to which the organisation is exposed, as identified by the Trustees, are regularly reviewed by the Board and, as necessary, appropriate action is taken by reviewing funding, personnel, policy procedures and all control systems to mitigate such risks. The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity faces;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial viability is the major financial risk for the charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank, and active management of trade debtors and creditors balances to ensure sufficient working capital by the charity.

Attention has also been focused on non-financial risks arising from fire, health and safety of employees and clients. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff working in these operational areas.

Impact of Covid-19

We have come out of the Covid-19 restrictions from 2021 to 2022. The service responded well and has adapted over the following years.

Impact remains in limited volunteer hours and some staff feeling unsafe in public settings. However, our online/remote element has continued to be successful and ensures continuity of service with limited office hours. We are now open to the public for limited hours with further hours to be decided in the future.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2023

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of Citizens Advice Hillingdon for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. 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;
- 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 charitable company will continue in business

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

In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITORS

In 2021, in accordance with our policy of reviewing auditors every five years our previous auditors, Moore Kingston Smith resigned and Parker Cavendish were appointed in their place

This report was approved by the Trustees on

and signed on its behalf, by:

Kirpal Tahim, Chair

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2023



Registered Number: 03028957
Charity Number: 104599

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

CONTENTS

	Page
Legal and administrative information	2
Trustees' report	3 -11
Auditors' report	12-15
Statement of financial activities	16
Balance sheet	17
Statement of Cash flows	18
Notes forming part of the financial statements	19- 31

**CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD**

Opinion

We have audited the financial statements of Citizens Advice Hillingdon Ltd ('the company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities incorporating the Summary Income and Expenditure Account, the Balance Sheet, 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 FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 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 and the Charities Act 2011.

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 charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE HILLINGDON LTD

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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we required for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company 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 trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly, we have been appointed as auditors under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit.

However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain

audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

**CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD**

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the company'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 any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.

Date:

Marco Gazza (Senior statutory auditor)
For and on behalf of Parker Cavendish

28 Church Road
Stanmore
Middlesex
HA7 4XR

Parker Cavendish is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure account) For the year ended 31 March 2023

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2023 £	Total Funds 2022 £
INCOMING RESOURCES					
<i>Income and endowments from:</i>					
Donations		-	25,157	25,157	2,909
Investment income					
Interest receivable		-	3,478	3,478	204
Income from charitable activities	2,3	375,217	285,000	660,217	761,810
Total Incoming Resources		375,217	313,635	688,852	764,923
EXPENDITURE					
<i>Charitable activities</i>					
Advice and information	4	375,217	387,119	762,336	790,270
Total expenditure		375,217	387,119	762,336	790,270
Net income/(expenditure)		-	(73,484)	(73,484)	(25,347)
Actuarial (loss)/gain on defined benefit pension scheme	13	-	493,000	493,000	370,000
Net movement in funds		-	419,516	419,516	344,653
Fund balances brought forward at 1 April 2022		-	(115,224)	(115,224)	(459,877)
FUND BALANCES CARRIED FORWARD AT 31 MARCH 2022		-	£ (304,292)	£(304,292)	£(115,224)

All the above results are derived from continuing activities.

The notes on pages 19 to 31 form part of these financial statements.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

Company number:03028957

BALANCE SHEET
As at 31 March 2023

	Notes	2023		2022	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	7		7,843		18,755
CURRENT ASSETS					
Debtors	8	85,019		52,599	
Cash at bank		447,497		551,776	
		<u>543,916</u>		<u>604,375</u>	
CREDITORS: amounts falling due within one year	9	<u>(111,067)</u>		<u>(157,355)</u>	
NET CURRENT ASSETS			<u>421,449</u>		<u>447,020</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			429,292		465,775
Pension Scheme Deficit	13		(125,000)		(581,000)
TOTAL NET LIABILITIES	12		<u>£304,292</u>		<u>£(115,225)</u>
CHARITY FUNDS					
Restricted Funds			-		-
Unrestricted funds					
Designated funds	11		196,083		196,083
General funds - General	11		233,209		269,692
- Pension reserve	11		(125,000)		(581,000)
			<u>£304,292</u>		<u>£(115,225)</u>

The notes on pages 19 to 31 form part of these financial statements.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 2023.

Kirpal Tahim
Chair

Doug Bird
Acting Treasurer

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF CASH FLOWS
For the year ended 31 March 2023

	2023	2022
	£	£
Cash flow from operating activities		
Net cash inflow from operating activities	(104,757)	152,567
Cash flows from investing activities		
Interest income	3,478	204
Cash flows from financing activities:		
Net cash used in financing activities	-	-
Change in cash and cash equivalents in the year		
Cash and cash equivalent at the beginning of the year	551,776	399,005
Cash and cash equivalent at the end of the year	447,497	551,776
	=====	=====
	2023	2022
	£	£
Net income/(expenditure) for the year	(33,484)	31,652
Adjusted for:		
Depreciation	10,912	13,863
Defined benefit pension scheme cost less contribution (note 13)	-	-
Defined benefit pension scheme finance cost (note 13)	-	-
Investment income	(3,478)	(204)
Decrease/(increase) in debtors	(43,819)	14,973
(Decrease) in creditors	(34,888)	92,283
	-----	-----
Net cash provided by operating activities	(104,757)	152,567
	=====	=====
	2023	2022
	£	£
Cash in hand and at bank	447,497	551,776
	-----	-----
Total cash and cash equivalents	447,497	551,776
	=====	=====

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

a) Basis of preparation of financial statements

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 application in the UK and Republic of Ireland (FRS102) (Effective 1 January 2015) - (Charities SORP (FRS102) and the Companies Act 2006. Citizens Advice Hillingdon 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.

b) Preparation of the accounts on a going concern basis

At the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and at least twelve months from the date of approval of these financial statements, despite the challenges presented by Covid-19. This expectation is based on budgets and forecasts supported by secured funding, and a strong cash position. In addition, whilst being fully cognisant of our part in the Hillingdon Local Government Pension Scheme deficit, HCA continues to be in a position to fully co-operate with the Council's plans to address the deficit over a number of years and ensure the Scheme's sustainability through enhanced contribution rates. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All income is included in the Statement of Financial Activities (SOFA) when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified the income is to be expended into a future period.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Direct costs, including directly attributable salaries, are allocated on an actual basis to the key strategic areas of activity. Overheads and other salaries are allocated between the expense headings on the basis of time spent.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated to activities on a consistent basis.

Governance costs are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties

1.6 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. 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 bases:

Furniture, fittings and equipment - 33.3% straight line

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the SOFA as incurred.

1.8 Pensions

The company is a member of a defined benefits pension scheme and the pension charge is based on the actuarial valuation. Full actuarial valuations are obtained triennially and are updated at each balance sheet date. The valuation was carried out by an officer of the group. The assets of the scheme are held separately from those of the charity. The contributions to the scheme are charged to the statement of financial activities so as to spread the cost of pensions over the service lives of employees. Variations from the regular costs are spread over the average expected remaining working lives of current members in the scheme.

The company also operates a defined contribution scheme and the pension charge represents the amounts payable by the company to the fund in respect of the period.

1.9 VAT

The charity is not registered for VAT. In common with many other charities, Citizens Advice Hillingdon expenses include VAT incurred, which cannot be recovered.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

2. COMPARATIVE —2022 STATEMENT OF FINANCIAL ACTIVITIES

	Restricted Funds	Unrestricted Funds	Total Funds 2022
	£	£	£
<i>Income and endowments from:</i>			
Donations	-	2,909	2,909
Investment income			
Interest receivable	-	204	204
Income from charitable activities	481,210	280,000	761,810
Total Income	481,210	283,113	764,293
EXPENDITURE			
<i>Charitable activities</i>			
Advice and information	481,210	308,460	790,270
Total expenditure	481,210	308,460	703,883
Actuarial (loss)/gain on defined benefit pension scheme	-	370,000	370,000
Net movement in funds	-	344,563	344,563
Reconciliation of Funds			
Fund balances brought forward	-	(459,877)	(459,877)
FUND BALANCES CARRIED FORWARD	£-	£(115,224)	£(115,224)

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITY	Total	Total
- ADVICE AND INFORMATION	Funds	Funds
	2023	2022
	£	£
Unrestricted		
London Borough of Hillingdon - LBH	285,000	280,000
Other income	28,635	3,113
	-----	-----
	313,635	283,113
	=====	=====
Restricted		
Mental Health Money Advice	55,735	55,753
EUSS Grant	8,443	12,509
Henry Smith Charity	43,694	-
Universal Credit Help to Claim	-	219,328
City Bridge	48,089	-
BESN	-	-
Capitalise Debt Advice	27,482	51,555
Potentiality Plus	45,548	20,000
Trust for London	23,373	-
National Lottery grant	63,667	42,444
London Covid Response	-	47,352
Nationwide Community DASH	17,000	-
HART/Shanley	-	1,000
Energy Redress	12,960	-
29 th May 1961 Charitable Trust	-	4,000
Riverside NHS Trust	28,901	9,106
Co-op	2,258	-
Arnold Clark /A P Taylor Trust	-	1,750
Cloth workers Foundation /Kickstart	-	11,285
The Archer Trust / Austin Hope Pilkington	-	3,400
The Veterans foundation	(1933)	(2,329)-
	-----	-----
	£375,217	£481,810
	=====	=====

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

4. RESOURCES EXPENDED

	2023	2022
	£	£
Direct costs - Advice and information	604,846	683,070
Support costs - Advice and information	120,489	107,200
	£725,335	£790,270
	£725,335	£790,270

SUPPORT COSTS COMPRISE OF:

	2023	2022
	£	£
Support staff costs	37,050	27,800
Premises costs	712	17,203
Office costs	70,335	47,309
Governance costs	12,393	14,888
	£120,489	£107,200
	£120,489	£107,200

Support costs are costs of central management. These costs are allocated to activities as above based on staff costs.

5. NET EXPENDITURE

	2023	2022
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets:		
- owned by the charity	10,912	13,863
Auditors' remuneration		
- audit fees (excluding VAT)	5,954	6,600
Pension costs (plus additional contributions)	78,724	104,734
	78,724	104,734

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

6. STAFF COSTS AND NUMBERS	2023	2022
	£	£
Staff costs were as follows:		
Wages and salaries	536,395	524,967
Social security costs	52,205	42,254
Defined benefit pension costs	65,000	95,000
Defined contribution pension costs	13,724	9,734
Staff expenses	7,896	9,975
	£675,220	£681,930
	£675,220	£681,930

The average number of employees employed by the charity during the year was as follows:

	No.	No.
Advice and information	19	21
Support	2	2
	21	23
	21	23

No employee received remuneration amounting to more than £60,000 in the year (2022: £nil)

The key management personnel of the charity comprise the Director, Advice Services Manager and Finance Manager. The total employee benefits of the key management personnel of the charity were £128,356 (2022: £138,769).

During the year, the Trustees didn't receive any remuneration but were reimbursed £0 for expenses (2022: £26).

There were no related party transactions requiring disclosure in the year (2022: none).

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

		Furniture fittings and equipment £
7. TANGIBLE FIXED ASSETS		
Cost		
At 1 April 22		86,918
Additions		-
		<hr/>
At 31 March 2023		86,918
		<hr/>
Depreciation		
At 1 April 2022		68,163
Charge for the year		10,912
		<hr/>
At 31 March 2023		79,075
		<hr/>
Net book value		
At 31 March 2023		7,843
		<hr/> <hr/>
At 31 March 2022		18,755
		<hr/> <hr/>
8. DEBTORS	2023	2022
	£	£
Due within one year		
Trade debtors	-	17,065
Accrued income	85,019	35,534
	<hr/>	<hr/>
	£85,019	£52,599
	<hr/> <hr/>	<hr/> <hr/>
9. CREDITORS: amounts falling due within one year	2023	2022
	£	£
Trade creditors	3,576	421
Accruals and deferred income	72,554	126,302
Taxation and Social Security	14,438	13,371
Pensions	20,499	17,260
	<hr/>	<hr/>
	£111,067	£157,355
	<hr/> <hr/>	<hr/> <hr/>
10. NET DEFERRED INCOME	2023	2022
	£	£
Amount deferred in the year	82,022	86,058
	<hr/> <hr/>	<hr/> <hr/>

The deferred income relates to funds received in advance and specifically instructed to be used in the next financial period.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

11. STATEMENT OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension gain/(loss) £	Transfers in/(out) £	Carried forward £
DESIGNATED FUNDS						
Covid-19 Response	14,000	-	-	-	-	14,000
Pilot Schemes	20,000	-	-	-	-	20,000
IT Modernisation	20,000	-	-	-	-	20,000
Project Over-run	10,000	-	-	-	-	10,000
End of Contracts	20,000	-	-	-	-	20,000
Hayes Contingency	15,000	-	-	-	-	15,000
Pension Deficit	97,083	-	-	-	-	97,083
Subtotal	196,083	-	-	-	-	196,083
GENERAL FUNDS						
Pension funds	(581,000)		(33,000)	489,000	-	(125,000)
General funds	269,693	313,635	(350,119)		-	233,209
Subtotal	(311,307)	283,113	(383,119)	489,000	-	(108,209)
Total unrestricted funds	£(115,224)	£283,113	£(383,119)	£489,000	-	£(304,292)

Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment

IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients

End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances

Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19

Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.

Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

11. STATEMENT OF FUNDS (continued)

RESTRICTED FUNDS	Brought forward £	Incoming resources £	Resources expended £	Transfers in/(out) £	Carried forward £
Mental Health Money Advice	-	55,735	(55,735)	-	-
EUSS Grant	-	8,443	(8,443)	-	-
Debt Free Advice	-	27,482	(27,482)	-	-
Potentiality Plus	-	45,548	(45,548)	-	-
National Lottery	-	63,667	(63,667)	-	-
Riverside NHS	-	28,901	(28,901)	-	-
Various grants	-	145,441	(145,441)	-	-
Total	-	£375,217	£(375,217)	-	£-

Mental Health Money Advice

This project provides a welfare benefits and debt advice service for users of mental health services.

EUSS Grant

This project provides assistance for EU citizens wanting to settle.

Debt Free London

This project provides debt advice, primarily face-to-face, as part of London's Debt Free London partnership with funding received from the Money Advice Service via Toynbee Hall.

Potentiality Plus

This project provides advice and information in response to needs arising from the national welfare reform programme for residents in the six wards in the south of the Borough of Hillingdon, funded by Hillingdon Community Trust.

National Lottery

A 3 year grant to cover Hillingdon Helpers

Trust for London- London Covid response

This grant covered one full time and one part time advisor re Covid.

Riverside NHS: grant to provide a mental health and well being advisor for 6 months

Various grants: funding of £23,933 was received.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

11. STATEMENT OF FUNDS (continued)

SUMMARY OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension movement £	Transfers in/(out) £	Carried forward £
Designated funds	196,083	-	-	-	-	196,083
General funds:						
- general	233,209	313,635	(383,119)	-	-	233,209
- pension	(125,000)	-	-	489,000	-	(125,000)
	<u>(304,292)</u>	<u>313,635</u>	<u>(383,119)</u>	<u>489,000</u>	<u>-</u>	<u>304,292</u>
Restricted funds	-	375,217	(375,217)	-	-	-
Total funds	<u>£(304,292)</u>	<u>£688,852</u>	<u>£(758,336)</u>	<u>£489,000</u>	<u>-</u>	<u>£304,292</u>

The transfers represent reallocations agreed by Trustees

12. ANALYSIS OF NET ASSET BETWEEN FUNDS

	Restricted Funds £	Unrestricted Funds £	Total funds 2022 £	Total funds 2022 £
Tangible fixed assets	-	7,843	7,843	18,755
Current assets	86,918	518,317	534,916	604,375
Creditors due within one year	(86,918)	(71,296)	(122,467)	(157,355)
Pension – liability	-	(125,000)	(125,000)	(581,000)
	<u>£-</u>	<u>£304,292</u>	<u>£304,292</u>	<u>£(115,224)</u>

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

13. PENSION COMMITMENTS

Citizens Advice Hillingdon participates in the Local Government Pension Scheme which is a defined benefit arrangement. It is administered in accordance with the Local Government Pension Scheme Regulations 1197, as amended. It is contracted out of the State Second Pension Scheme and is a funded pension scheme. It is a multi-employer scheme. The last full actuarial valuation of this scheme was carried out by a qualified independent actuary as at 31 March 2019.

FRS102 require disclosure of assets and liabilities as at 31 March 2023 calculated in accordance with the requirements of FRS102. They also require disclosure of the items which would appear in the statement of financial activities and in the statement of total recognised gains and losses. An actuarial valuation was carried out for the defined benefit scheme by Hymans Robertson using the projected unit method of valuation method. The major assumptions used were;

	2023	2022
	%	%
Main assumptions		
Rate of increase in salaries	3.0%	3.2%
Rate of increase in pensions in payment	3.5%	3.5%
Discount rate	4.75%	2.7%

Mortality

Life expectancy is based on the Funds VitaCurves with improvements in line with the CMI 2021 model, with a 0% weighting of 2022 (and 2021) data, standard smoothing (Sk7), initial adjustments of 0.25% and a long term rate 1.5% p.a. for both males and females. Based on these assumptions, the average future life expectancies at age 65 are summarised below:

	Males	Females
Current Pensioners	21.6 years	24.7 years
Future Pensioners	22.6 years	25.8 years

Historic mortality

Life expectancy for all of the below year ends is based on the Fund's VitaCurves. The allowance for future life expectancy are in the following table:

Year ended	Current Pensioners	Future Pensioners
31 March 2023	CMI 2020 an allowance for smoothing of recent mortality experience and long term rates of 1.5% p.a.	CMI 2020 model, an allowance for smoothing of recent mortality experience and long term rates of 1.5% p.a.

Mortality assumptions used to value the Obligations in the Employer's Closing Position are different to those used to value the Obligations in the Employer's Opening Position.

Commutation

An allowance is included for future retirements to elect to take 55% of the maximum additional tax-free cash up to HMRC limits

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

13. PENSION COMMITMENTS (continued)

Changes in the fair value of planned assets, defined benefit obligation and net liability for year end 31 March 2023

			2023	2022
	Assets £'000	Obligations £'000	Net Liability £'000	Net Liability £'000
Fair value of planned assets	2,486	-	2,486	2,811
Present value of funded liabilities		3,067	(3,067)	(3,175)
Opening position	2,486	3,067	(581)	(894)
Service cost				
Current service cost*		49	(49)	(76)
Total service cost	-	49	(49)	(76)
Net Interest				
Interest income on plan assets	66	-	66	45
Interest cost on defined benefit obligation	-	82	(82)	(64)
Total net interest	66	82	(16)	(19)
Total	66	131	(65)	(90)
Cashflows				
Plan participants' contributions	8	8	-	-
Employer contributions	28	-	28	38
Benefits paid	(88)	(88)	-	-
Expected closing position	2,500	3,118	(618)	(951)
Remeasurements				
Changes in demographic assumptions	-	24	(24)	190
Changes in financial assumptions	-	(997)	997	15
Other experience	16	279	(263)	(6)
Return on assets excluding amounts included in net interest	(217)	-	(217)	171
	-	-	-	-
Total remeasurements recognised in Other Comprehensive Income (OCI)	(201)	(694)	493	370

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2023

13. PENSION COMMITMENTS (continued)

	2023		2022	
	Assets £'000	Obligations £'000	Net Liability £'000	Net Liability £'000
Fair value of plan assets	2,299	-	2,299	2,486
Present value of funded liabilities	-	2,424	(2,424)	(3,067)
	-----	-----	-----	-----
Closing position	2,299	2,424	(125)	(894)
	=====	=====	=====	=====

Analysis of projected amount to be charged to operating profit for the period to 31 March 2023

Period Ended 31 March 2023	Assets £(000)	Obligations £(000)	Net (liability)/asset £(000)	% of pay
Projected Current service cost *		32	(32)	(28.8%)
Past service cost including curtailments		-	-	-
Effect of settlements		-	-	-
Total Service Cost	-	32	(32)	(28.8%)
Interest income on plan assets	108		108	95.6%
Interest cost on defined benefit obligation		114		(100.9)
Total Net Interest Cost	108		(6)	(5.3%)
Total Included in Profit and Loss	108	114	(6)	(41.6%)

* The current service cost includes an allowance for administration expenses of 0.8% of payroll. The monetary value is based on a projected payroll of £163,000.

The contributions paid by the Employer are set by the Fund following an actuarial valuation. For further details on the approach adopted to set contribution rates for the Employer, please refer to the latest formal valuation report and Funding Strategy Statement.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2023



Registered Number: 03028957
Charity Number: 104599

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

CONTENTS

	Page
Legal and administrative information	2
Trustees' report	3 -11
Auditors' report	12-15
Statement of financial activities	16
Balance sheet	17
Statement of Cash flows	18
Notes forming part of the financial statements	19- 31

**CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD**

Opinion

We have audited the financial statements of Citizens Advice Hillingdon Ltd ('the company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities incorporating the Summary Income and Expenditure Account, the Balance Sheet, 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 FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 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 and the Charities Act 2011.

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 charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE HILLINGDON LTD

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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we required for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company 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 trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly, we have been appointed as auditors under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit.

However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain

audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the company'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 any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.

Date:

Marco Gazza (Senior statutory auditor)
For and on behalf of Parker Cavendish

28 Church Road
Stanmore
Middlesex
HA7 4XR

Parker Cavendish is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

CITIZENS ADVICE HILLINGDON LTD

England & Wales - Charity number 1045991

Accounts

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2022



Registered Number: 03028957
Charity Number: 104599

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

CONTENTS

	Page
Legal and administrative information	1
Trustees' report	2 -10
Auditors' report	12
Statement of financial activities	15
Balance sheet	16
Statement of Cash flows	17
Notes forming part of the financial statements	18- 29

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION
For the year ended 31 March 2022

Trustees

James Michelson, Treasurer
Richard Ashaye
Doug Bird
Simon Boddis Chair
Felicity Cooper
Simon Quince – resigned 27.6.2022
Steven Jones – resigned 17.2.2022
Noreen Sumra
Kirpal Tahim
Mark Beese Jarvis – appointed 13.4.2022
Hemali Patel – appointed 22.4.2022
Anthony Burles -appointed 28.10.2022

Management Team

Rick Jensen – Director Appointed 17.01.2022
David Sewell – Finance Manager
Jasminder Nagra – Advice Services Manager

Company Registered Number

03028957

Charity Registered Number

1045991

Registered Office

The Colonnade, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW

Financial Conduct Authority Authorisation Number

FRN: 617635

Auditors

Parker Cavendish, 28 Church Road, Stanmore, Middlesex HA7 4XR

Bankers

Unity Trust Bank, 9 Brindley Place, 4 Oozells Square, Birmingham, B1 2HB

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT (continued)

For the year ended 31 March 2022

The trustees are pleased to present their annual trustees' report together with the financial statements of the charity Citizens Advice Hillingdon Ltd (HCA 'the charity') for the year ending 31 March 2022 which are also prepared to meet the requirements for a trustees' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Summary of objects

The principal objects of the company are to promote any charitable purpose for the benefit of communities in the London Borough of Hillingdon and in neighbouring boroughs, "the area of benefit" by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The charity's main function is to provide a high quality advice and information service which is free, confidential, independent and impartial. The two aims of the service are: To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively; and equally, to exercise a responsible influence on the development of social policies and services, both locally and nationally.

Aims of the charity/mission statement

The charity specifically aims to serve the needs of people who live in the London Borough of Hillingdon and neighbouring areas for reliable, high quality advice and information on their rights and responsibilities. As an independent charitable organisation, it aims to work in partnership with other voluntary, statutory and private agencies for the benefit of its clients.

HCA aims to provide free, confidential, independent and impartial advice to people regardless of their race, religion, age, disability or gender.

The objectives of the charity are put into practice through providing generalist advice at bureaux in Hillingdon, a telephone advice line and, in addition, a variety of specialised services for vulnerable groups in the community and people in debt.

Main objectives for the year

HCA's main objectives for the year, in line with its commitment to playing a full part in the implementation of the Five Year Strategic Plan of national Citizens Advice, were as follows:

- Responding to the changing needs of Hillingdon residents for advice
- Increasing access to advice and information generally
- Service development
- People development through training and support

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2022

OBJECTIVES AND ACTIVITIES (continued)

Strategies for achieving objectives

HCA has a resources strategy as detailed in its Strategic Business Development Plan (SBDP) for 2020-23 covering funding and fundraising, staff and volunteer recruitment and training, premises, equipment and IT, the implementation of which aims to ensure that all necessary inputs are in place to enable HCA to achieve its objectives.

Significant activities contributing to achievement of stated objectives

The unrestricted grant of £280,000 from the London Borough of Hillingdon (LBH) for 2021-22 enabled HCA to provide a high quality free, confidential, impartial and independent advice and information service throughout Hillingdon. However, the global pandemic and lockdowns meant that services had to be provided differently for the second half of this year. Rather than being mainly provided face to face at bureaux located in Uxbridge and Hayes, most services were provided by telephone, webchat and email. Our business continuity plan was triggered and staff were redeployed to home working. This meant that clients could still contact us to obtain the advice they needed throughout the pandemic. Since Covid-19 restrictions have ended we have returned partially to face to face working

Eight funders in total provided various grants to fund additional advice for the general public, projects and specialist services to targeted groups and communities as detailed below.

Mental Health Needs: funding of £55,753 was received from London Borough of Hillingdon to provide another year of welfare benefits and debt advice service for users of mental health services.

Universal Credit Help to Claim: a grant of £219,328 was received from Citizens Advice to deliver the service from April 2021 to March 2022.

Debt Free London: grant funding of £51,555 was received from Toynbee Hall to provide debt advice in Hillingdon, continuing the service throughout 2021-22.

Potentiality Plus: the project to enhance the gateway assessment service at the Hayes CAB was granted renewed funding from Hillingdon Community Trust of £20,000 from April 2021 to March 2022. The project was due to end in March 2022 but a further grant of award of £45,000 has secured some ongoing provision for the following year.

EU Settled Status: funding of £12,509 was received from the Home Office via Citizens Advice Barnet to assist vulnerable EU citizens in making applications for settled status in the UK.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2022

OBJECTIVES AND ACTIVITIES (continued)

National Lottery: a grant of £42,444 was received from national Citizens Advice for volunteer training, gateway and employment advice.

Trust for London: a grant of £47,352 was received for generalist advice

Citizens Advice: a grant of £7,625 was received during the year towards the cost of the Kickstart project where a short term post was funded.

29th May 1961 Charitable Trust: a grant of £4,000 for Core activities

The Archer Charitable Trust: a grant of £1,000 for equipment for volunteers

£3,660 from the Clothworkers Foundation for additional laptops for volunteers to support our recruitment programme

£1,000 from the Austin and Hope Pilkington Trust for homelessness advice

We also received confirmation of large grants for 2022 onwards from the Henry Smith Charity for benefits advice. This will assist us to increase advice provision when demand increases as emergency measures such as furlough are phased out.

Use of volunteers

This was an unprecedented year for the Citizens Advice Service in many ways, not least the impact on our volunteers. Many of our volunteers took a break during the pandemic and most services were provided by paid staff for the majority of the year. However, as restrictions eased we were delighted to welcome our volunteers back into a wide variety of roles which included gateway assessors, benefit form fillers, research & campaigns and administrative workers. Our trustees continued to meet online during the pandemic.

This has left a knock on effect of reduced volunteer staff. We are in an ongoing process of recruiting new volunteers.

ACHIEVEMENTS AND PERFORMANCE

Review of performance against objectives

We were delighted to have been rated good in all areas of performance by Citizens Advice central office in our three-yearly review in February 2021. This means that our membership of Citizens Advice and our Advice Quality Standard is renewed for three years.

Results from our nineteenth annual Client Feedback Survey showed that public satisfaction has been sustained at a high level despite the constraints imposed by Covid-19. 99.2% of service users were very or

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2022

ACHIEVEMENTS AND PERFORMANCE (continued)

fairly happy with our service overall; 88.9% reported reduced stress or improved health and wellbeing and 90.1% felt more confident to deal with problems.

Advisers dealt with 21,276 enquiry issues from Hillingdon residents in 2020-21 in the course of handling 12,210 client contacts with 4,762 residents. During the course of 2020-21 clients were given assistance with debts totalling £2,886,715.

The additional income gained for clients in Hillingdon as a direct result of advice given in 2020-21 totalled £1,616,289 - above the target of £1.3 million in the Specific Aims of our Corporate Grant from LBH.

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievements and performance sections of this report clearly set out the activities which HCA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity. In the interest of transparency, the Trustees make the following observations on the two key principles of public benefit.

Principle 1: The must be an identifiable benefit or benefits

1a It must be clear what the benefits are

The clear benefits provided by HCA are delivered through the various service areas which are described in the Significant Activities and Achievements and Performance sections of this report and reflected in the disclosure of charitable expenditure in the Statement of Financial Activities.

1b The benefits must be related to the aims

HCA's aims are to provide the advice that people need for the problems they face and to improve the policies and practices that affect people's lives. The Trustees review the activities of the charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.

1c Benefits must be balanced against any detriment or harm

No specific issues of detriment or harm arising from the work of HCA have been identified.

Principle 2: Benefit must be to the public or a section of the public

2a The beneficiaries must be appropriate to the aims

Ultimately society as a whole will benefit from HCA's activities.

2b Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2022

STATEMENT ON PUBLIC BENEFIT (continued)

As outlined above there are no restrictions on benefits. As outlined in the body of this report significant numbers of people benefit from the activities and the opportunity to do so is open to a still wider group.

2c People in poverty must not be excluded from the opportunity to benefit

As outlined above there are no restrictions on benefits and people in poverty are at the heart of what the Charity does.

2d Any private benefits must be incidental

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the charity's aims.

FINANCIAL REVIEW

Our acquisition and retention of new sources of funding has continued to mitigate our reliance on the unrestricted grant from LBH which represented 37% of total grant income in 2021-22 compared with 41% in 2020-21, and 40% in 2019-20. One other project funded by LBH brought total funding from the Borough to 44% compared to 48% in 20-21 and 48% in 2019-20.

HCA (like most Local Citizens Advice services) is largely dependent on funding from statutory agencies, however grants from Charitable Trusts and Corporate Responsibility giving made up 53% compared with 51% in 2020-21 and 38% in 2020-21 of overall funding.

HCA participates in the Local Government Pension Scheme. The valuation of the pension scheme is dependent on the performance of the stock market and any surplus/deficit must be viewed in the long term and hence have little near term effect unless the Charity were to withdraw from the scheme. Trustees have no intention to do so. The Charity has sufficient cash flow to meet its current obligations, and, despite the pension deficit situation increasing in 2020-21 (having fallen in 2019-20), is continuing to make increased contributions in line with the LBH annual reviews to ensure that the scheme overall will not be under-funded over its lifetime. This year liabilities have decreased on the pension fund.

Reserves policy and going concern

The reserves policy of the charity, following its annual review of this policy in 2021-22 and taking into account the requirements of the Citizens Advice Membership Scheme introduced in April 2017, is to work towards holding reserves that represent a minimum of four months projected expenditure of the organisation which is expected to be equivalent to £244,423 at the start of 2022-23. The review of the reserves policy in 2021-23 will continue to take into account the need for four months projected expenditure for a 'green' financial health rating from national Citizens Advice, together with any changed demands on the funds of the charity, for example, a Pension Fund liability provision.

The total level of reserves held is £(115,224). There were no restricted funds not available for general purposes at the end of the reporting period. As at 31 March 2022, the Charity's unrestricted reserves, including designated funds of £196,083 but excluding the Pensions liability, were £465,774.

The designated funds of £196,083 were made up as follows:

- Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment
- IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2022

- Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients
- End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances
- Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19
- Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.
- Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

The charity had no commitments not provided for as liabilities as at 31 March 2022 and no functional assets of value which it considered to represent a commitment of the reserves held.

The FRS102 valuation for HCA as at 31st March 2022 indicated a pension deficit of £581,000, compared to £894,000 at 31st March 2021, as shown in these accounts. A marked decrease in market confidence during 2020-22, changes to actuarial assumptions and costs have resulted in a £313,000 decrease in the deficit situation reported last financial year.

The trustees have reviewed the circumstances of the charity and consider that adequate resources continue to be available to fund the activities of the charity for the foreseeable future. The cash flow is in good position with no cash flow issues forecast for the next 12 months. There was a deficit of £25,347 for the current year. The charity has cash at bank of £551,776 and net current assets of £447,040 as at 31 March 2022. The trustees are of the view that the charity is a going concern.

Investment policy and performance

Under the Memorandum and Articles of Association, the Charity has the power to deposit or invest funds in any manner having regard to the suitability of investments and the need for diversification. At the present time the trustee's policy is to maintain such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Aims and objectives are unchanged and activities are planned to continue with improvements in access to advice and information remaining the top priority.

Key priorities will be to

a) manage the gradual re-opening of services in a Covid-secure manner

b) widen access to initial advice and information by recruiting and training additional volunteer and paid telephone gateway staff

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2022

PLANS FOR THE FUTURE (continued)

c) offering additional benefits advice and casework and, for the first time, offering employment advice in-house.

d) broadening our range of partnerships and outreach locations, making advice more accessible to the most vulnerable in our community

STRUCTURE AND GOVERNANCE

Constitution and organisational structure

Meetings of the Trustees as a Management Committee govern the organisation. Relevant matters are delegated to a Finance & Fundraising Sub-Committee and a Staffing & Resources Sub-Committee, who then report to the Management Committee. The Management Committee meets quarterly and the Sub-Committees meet four times a year. The Director of the organisation and two Managers who form the management team manage the day to day operation of the service.

Finance & Fundraising	James Michelson (Chair for Finance and Fundraising meetings) Doug Bird Simon Quince (resigned 22.6.2022) Kirpal Tahim Simon Boddis
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Staffing & Resources	Felicity Cooper Doug Bird Noreen Sumra Richard Ashaye
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The organisation is related to national Citizens Advice through membership. Arrangements for setting the pay and remuneration of the charity's key management personnel (and all employees) are decided locally by the Finance & Fundraising Sub-Committee with inflation increases being given annual consideration (with these mostly being 1-2% in recent years).

In view of the nature of the charity the Finance & Fundraising Sub-Committee takes into account the typical pay levels for local Citizens Advice roles in Outer London and, if recruitment has proven difficult a market addition is also paid provided it is reasonable and within the means of the charity.

Recruitment and appointment of Trustees

Trustees are recruited through various forms of publicity (e.g. website, displays, leaflets) in the area of operation. Trustees are elected and co-opted under the terms of the Articles of Association. In accordance with these, the minimum number of trustees in office at any time must be four and up to the maximum number of fifteen. All elected Trustees shall retire from office at the third annual general meeting at which they were elected but may be re-elected.

Induction and training of Trustees

HCA implements standard Citizens Advice procedures for induction and training which are regularly reviewed. Training needs are regularly assessed following a skills audit of Trustees. Training opportunities are publicised to all Trustees so that skills and knowledge can be updated and augmented.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2022

Risk Management

Major risks to which the organisation is exposed, as identified by the Trustees, are regularly reviewed by the Board and, as necessary, appropriate action is taken by reviewing funding, personnel, policy procedures and all control systems to mitigate such risks. The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity faces;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial viability is the major financial risk for the charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank, and active management of trade debtors and creditors balances to ensure sufficient working capital by the charity.

Attention has also been focused on non-financial risks arising from fire, health and safety of employees and clients. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff working in these operational areas.

Impact of Covid-19

We have come out of the Covid-19 restrictions from 2021 to 2022. The service responded well and has adapted over the following years.

Impact remains in limited volunteer hours and some staff feeling unsafe in public settings. However, our online/remote element has continued to be successful and ensures continuity of service with limited office hours. We are now open to the public for limited hours with further hours to be decided in the future.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2022

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of Citizens Advice Hillingdon for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. 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;
- 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 charitable company will continue in business

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

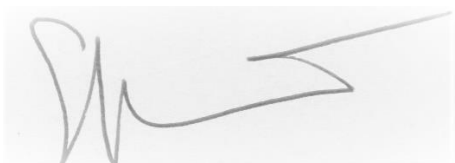
In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITORS

In 2021, in accordance with our policy of reviewing auditors every five years our previous auditors, Moore Kingston Smith resigned and Parker Cavendish were appointed in their place

This report was approved by the Trustees on 15 December 2022 and signed on its behalf, by:



Simon Boddis, Chair

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Opinion

We have audited the financial statements of Citizens Advice Hillingdon Ltd ('the company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities incorporating the Summary Income and Expenditure Account, the Balance Sheet, 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 FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 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 and the Charities Act 2011.

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 charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we required for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company 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 trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly, we have been appointed as auditors under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit.

However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain

audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

**CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD**

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the company'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 any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.



Marco Gazza (Senior statutory auditor)
For and on behalf of Parker Cavendish

Date: 15 December 2022

28 Church Road
Stanmore
Middlesex
HA7 4XR

Parker Cavendish is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure account) For the year ended 31 March 2022

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
INCOMING RESOURCES					
<i>Income and endowments from:</i>					
Donations		-	2,909	2,909	1,433
Investment income					
Interest receivable		-	204	204	221
Income from charitable activities	2,3	481,810	280,000	761,810	677,045
Total Incoming Resources		481,810	283,113	764,923	678,699
EXPENDITURE					
<i>Charitable activities</i>					
Advice and information	4	481,810	308,460	790,270	703,883
Total expenditure		481,810	308,460	790,270	703,883
Net income/(expenditure)		-	(25,347)	(25,347)	(25,184)
Actuarial (loss)/gain on defined benefit pension scheme	13	-	370,000	370,000	(317,000)
Net movement in funds		-	344,653	344,653	(342,184)
Fund balances brought forward at 1 April 2021		-	(459,877)	(459,877)	(117,693)
FUND BALANCES CARRIED FORWARD AT 31 MARCH 2022		-	£ (115,224)	£(115,224)	£(459,877)

All the above results are derived from continuing activities.

The notes on pages 18 to 29 form part of these financial statements.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

Company number:03028957

BALANCE SHEET
As at 31 March 2022

	Notes	2022		2021	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	7		18,755		32,618
CURRENT ASSETS					
Debtors	8	52,599		67,572	
Cash at bank		551,776		399,005	
		<u>604,375</u>		<u>466,577</u>	
CREDITORS: amounts falling due within one year	9	<u>(157,354)</u>		<u>(65,072)</u>	
NET CURRENT ASSETS			<u>447,019</u>		<u>401,505</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			465,774		434,123
Pension Scheme Deficit	13		(581,000)		(894,000)
TOTAL NET LIABILITIES	12		<u>£(115,224)</u>		<u>£(459,877)</u>
CHARITY FUNDS					
Restricted Funds			-		-
Unrestricted funds					
Designated funds	11		196,083		196,083
General funds - General	11		269,693		238,040
- Pension reserve	11		(581,000)		(894,000)
			<u>£(115,224)</u>		<u>£(459,877)</u>

The notes on pages 18 to 29 form part of these financial statements.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 12 December 2022.



Simon Boddis
Chair



James Michelson
Treasurer

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF CASH FLOWS
For the year ended 31 March 2022

	2022	2021
	£	£
Cash flow from operating activities		
Net cash inflow from operating activities	152,567	40,511
Cash flows from investing activities		
Interest income	204	221
Cash flows from financing activities:		
Net cash used in financing activities	-	(32,737)
Change in cash and cash equivalents in the year		
Cash and cash equivalent at the beginning of the year	399,005	391,010
Cash and cash equivalent at the end of the year	<u>551,776</u>	<u>399,005</u>
	=====	=====
	2022	2021
	£	£
Net income/(expenditure) for the year	31,652	(25,184)
Adjusted for:		
Depreciation	13,863	6,956
Defined benefit pension scheme cost less contribution (note 13)	-	39,000
Defined benefit pension scheme finance cost (note 13)	-	-
Investment income	(204)	(221)
Decrease/(increase) in debtors	14,973	(13,067)
(Decrease) in creditors	92,283	33,027
Net cash provided by operating activities	<u>152,567</u>	<u>40,511</u>
	=====	=====
	2022	2021
	£	£
Cash in hand and at bank	551,776	399,005
Total cash and cash equivalents	<u>551,776</u>	<u>399,005</u>
	=====	=====

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2022

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

a) Basis of preparation of financial statements

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 application in the UK and Republic of Ireland (FRS102) (Effective 1 January 2015) - (Charities SORP (FRS102) and the Companies Act 2006. Citizens Advice Hillingdon 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.

b) Preparation of the accounts on a going concern basis

At the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and at least twelve months from the date of approval of these financial statements, despite the recent challenges presented by Covid-19 and the economy generally. This expectation is based on budgets and forecasts supported by secured funding, and a strong cash position. In addition, whilst being fully cognisant of our part in the Hillingdon Local Government Pension Scheme deficit, HCA continues to be in a position to fully co-operate with the Council's plans to address the deficit over a number of years and ensure the Scheme's sustainability through enhanced contribution rates. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All income is included in the Statement of Financial Activities (SOFA) when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified the income is to be expended into a future period.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Direct costs, including directly attributable salaries, are allocated on an actual basis to the key strategic areas of activity. Overheads and other salaries are allocated between the expense headings on the basis of time spent.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated to activities on a consistent basis.

Governance costs are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties

1.6 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. 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 bases:

Furniture, fittings and equipment - 33.3% straight line

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the SOFA as incurred.

1.8 Pensions

The company is a member of a defined benefits pension scheme and the pension charge is based on the actuarial valuation. Full actuarial valuations are obtained triennially and are updated at each balance sheet date. The valuation was carried out by an officer of the group. The assets of the scheme are held separately from those of the charity. The contributions to the scheme are charged to the statement of financial activities so as to spread the cost of pensions over the service lives of employees. Variations from the regular costs are spread over the average expected remaining working lives of current members in the scheme.

1.9 VAT

The charity is not registered for VAT. In common with many other charities, Citizens Advice Hillingdon expenses include VAT incurred, which cannot be recovered.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

2. COMPARATIVE —2021 STATEMENT OF FINANCIAL ACTIVITIES

	Restricted Funds	Unrestricted Funds	Total Funds 2021
	£	£	£
<i>Income and endowments from:</i>			
Donations	-	1,433	1,433
Investment income			
Interest receivable	-	221	221
Income from charitable activities	397,045	280,000	677,045
Total Income	397,045	281,654	678,699
EXPENDITURE			
<i>Charitable activities</i>			
Advice and information	397,045	306,838	703,883
Total expenditure	397,045	306,838	703,883
Actuarial (loss)/gain on defined benefit pension scheme	-	(317,000)	(317,000)
Net movement in funds	-	(342,184)	(342,184)
Reconciliation of Funds			
Fund balances brought forward	-	(117,693)	(117,693)
FUND BALANCES CARRIED FORWARD	£-	£(459,877)	£(459,877)

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITY	Total	Total
- ADVICE AND INFORMATION	Funds	Funds
	2022	2021
	£	£
Unrestricted		
London Borough of Hillingdon - LBH	280,000	280,000
Other income	2,909	1,433
	-----	-----
	282,909	281,433
	=====	=====
Restricted		
Mental Health Money Advice	55,753	55,753
EUSS Grant	12,509	6,383
BEIS	-	16,035
Universal Credit Help to Claim	219,328	205,155
HMPT Grant	-	6,000
BESN	-	5,500
Capitalise Debt Advice	51,555	75,468
Potentiality Plus	20,000	24,040
Middlesex Masonic Charity	-	2,710
National Lottery grant	42,444	-
London Covid Response	47,352	-
Kickstart	7,625	-
HART/Shanley	1,000	-
Austin, Hope & Pilkington	1,000	-
29 th May 1961 Charitable Trust	4,000	-
Riverside NHS Trust	9,106	-
A P Taylor Trust	750	-
Arnold Clark	1,000	-
Cloth workers Foundation	3,660	-
The Archer Trust	2,400	-
The Veterans foundation	2,329	-
	-----	-----
	£481,810	£397,044
	=====	=====

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

RESOURCES EXPENDED

	2022	2021
	£	£
Direct costs - Advice and information	683,070	619,028
Support costs - Advice and information	107,200	84,855
	£790,270	£703,883
	£790,270	£703,883

SUPPORT COSTS COMPRISE OF:

	2022	2021
	£	£
Support staff costs	27,800	26,373
Premises costs	17,203	16,933
Office costs	47,309	26,359
Governance costs	14,888	15,190
	£107,200	£84,855
	£107,200	£84,855

Support costs are costs of central management. These costs are allocated to activities as above based on staff costs.

5. NET EXPENDITURE

	2022	2021
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets:		
- owned by the charity	13,863	6,956
Auditors' remuneration		
- audit fees (excluding VAT)	6,600	7,248
Pension costs (plus additional contributions)	104,734	96,732
	104,734	96,732

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

6. STAFF COSTS AND NUMBERS	2022	2021
	£	£
Staff costs were as follows:		
Wages and salaries	524,967	483,192
Social security costs	42,254	42,960
Pension costs	104,734	96,732
Staff expenses	9,975	531
	<u>£681,930</u>	<u>£623,415</u>

The average number of employees employed by the charity during the year was as follows:

	No.	No.
Advice and information	21	14
Support	2	1
	<u>23</u>	<u>15</u>

No employee received remuneration amounting to more than £60,000 in the year (2021: £nil).

The key management personnel of the charity comprise the Director, Advice Services Manager and Finance Manager. The total employee benefits of the key management personnel of the charity were £138,769 (2021: £139,092).

During the year, the Trustees didn't receive any remuneration but were reimbursed £26 for expenses (2021: £26).

There were no related party transactions requiring disclosure in the year (2021: none).

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

			Furniture fittings and equipment £
7. TANGIBLE FIXED ASSETS			
	Cost		
	At 1 April 21		86,918
	Additions		-
	At 31 March 2022		86,918
	Depreciation		
	At 1 April 2021		54,300
	Charge for the year		13,863
	At 31 March 2022		68,163
	Net book value		
	At 31 March 2022		18,755
	At 31 March 2021		32,618
8. DEBTORS		2022	2021
		£	£
	Due within one year		
	Trade debtors	17,065	55,753
	Accrued income	35,534	11,819
		£52,599	£67,572
9. CREDITORS: amounts falling due within one year		2022	2021
		£	£
	Trade creditors	421	211
	Accruals and deferred income	126,301	40,420
	Taxation and Social Security	13,371	14,227
	Pensions	17,260	10,214
		£157,354	£65,072
10. NET DEFERRED INCOME		2022	2021
		£	£
	Amount deferred in the year	86,058	28,602

The deferred income relates to funds received in advance and specifically instructed to be used in the next financial period.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

11. STATEMENT OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension gain/(loss) £	Transfers in/(out) £	Carried forward £
DESIGNATED FUNDS						
Covid-19 Response	14,000	-	-	-	-	14,000
Pilot Schemes	20,000	-	-	-	-	20,000
IT Modernisation	20,000	-	-	-	-	20,000
Project Over-run	10,000	-	-	-	-	10,000
End of Contracts	20,000	-	-	-	-	20,000
Hayes Contingency	15,000	-	-	-	-	15,000
Pension Deficit	97,083	-	-	-	-	97,083
Subtotal	196,083	-	-	-	-	196,083
GENERAL FUNDS						
Pension funds	(894,000)		(57,000)	370,000	-	(581,000)
General funds	238,040	283,113	(251,460)		-	269,693
Subtotal	(655,960)	283,113	(308,460)	370,000	-	(311,307)
Total unrestricted funds	£(459,877)	£283,113	£(308,460)	£370,000	-	£(115,224)

Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment

IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients

End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances

Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19

Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.

Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

11. STATEMENT OF FUNDS (continued)

RESTRICTED FUNDS	Brought forward £	Incoming resources £	Resources expended £	Transfers in/(out) £	Carried forward £
Mental Health Money Advice	-	55,753	(55,753)	-	-
EUSS Grant	-	12,509	(12,509)	-	-
Debt Free Advice	-	51,555	(51,555)	-	-
Potentiality Plus	-	20,000	(20,000)	-	-
Universal Credit Help to Claim	-	219,328	(219,328)	-	-
National lottery	-	42,444	(42,444)	-	-
London Covid response	-	47,352	(47,352)	-	-
Riverside NHS	-	9,106	(9,106)	-	-
Various grants	-	23,933	(23,933)	-	-
Total	-	£481,810	£(481,810)	-	£-

Mental Health Money Advice

This project provides a welfare benefits and debt advice service for users of mental health services.

EUSS Grant

This project provides assistance for EU citizens wanting to settle.

Debt Free London

This project provides debt advice, primarily face-to-face, as part of London's Debt Free London partnership with funding received from the Money Advice Service via Toynbee Hall.

Potentiality Plus

This project provides advice and information in response to needs arising from the national welfare reform programme for residents in the six wards in the south of the Borough of Hillingdon, funded by Hillingdon Community Trust.

Universal Credit Help to Claim

This is a grant received from Citizens Advice to provide assistance to people claiming Universal Credit up until they receive their first payment.

National Lottery

A 3 year grant to cover Hillingdon Helpers

Trust for London- London Covid response

This grant covered one full time and one part time advisor re Covid.

Riverside NHS: grant to provide a mental health and well being advisor for 6 months

Various grants: funding of £23,933 was received.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

11. STATEMENT OF FUNDS (continued)

SUMMARY OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension movement £	Transfers in/(out) £	Carried forward £
Designated funds	196,083	-	-	-	-	196,083
General funds:						
- general	238,040	283,113	(251,460)	-	-	269,693
- pension	(894,000)	-	(57,000)	370,000	-	(581,000)
	<u>(459,877)</u>	<u>283,113</u>	<u>(308,460)</u>	<u>370,000</u>	<u>-</u>	<u>(115,224)</u>
Restricted funds	-	481,810	(481,810)	-	-	-
Total funds	<u>£(459,877)</u>	<u>£764,923</u>	<u>£(790,270)</u>	<u>£370,000</u>	<u>-</u>	<u>(115,224)</u>

The transfers represent reallocations agreed by Trustees

12. ANALYSIS OF NET ASSET BETWEEN FUNDS

	Restricted Funds £	Unrestricted Funds £	Total funds 2022 £	Total funds 2021 £
Tangible fixed assets	-	18,755	18,755	32,618
Current assets	86,058	518,317	604,375	466,577
Creditors due within one year	(86,058)	(71,296)	(157,355)	(65,073)
Pension – liability	-	(581,000)	(581,000)	(894,000)
	<u>£-</u>	<u>£(115,224)</u>	<u>£(115,224)</u>	<u>£(459,877)</u>

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

13. PENSION COMMITMENTS

Citizens Advice Hillingdon participates in the Local Government Pension Scheme which is a defined benefit arrangement. It is administered in accordance with the Local Government Pension Scheme Regulations 1197, as amended. It is contracted out of the State Second Pension Scheme and is a funded pension scheme. It is a multi-employer scheme. The last full actuarial valuation of this scheme was carried out by a qualified independent actuary as at 31 March 2019.

FRS102 require disclosure of assets and liabilities as at 31 March 2022 calculated in accordance with the requirements of FRS102. They also require disclosure of the items which would appear in the statement of financial activities and in the statement of total recognised gains and losses. An actuarial valuation was carried out for the defined benefit scheme by Hymans Robertson using the projected unit method of valuation method. The major assumptions used were;

	2022	2021
	%	%
Main assumptions		
Rate of increase in salaries	3.2%	2.85%
Rate of increase in pensions in payment	3.5%	3.15%
Discount rate	2.7%	2.0%

Mortality

Life expectancy is based on the Funds VitaCurves with improvements in line with the CMI 2021 model, with a 0% weighting of 2021 (and 2020) data, standard smoothing (Sk7), initial adjustments of 0.25% and a long term rate 1.5% p.a. for both males and females. Based on these assumptions, the average future life expectancies at age 65 are summarised below:

	Males	Females
Current Pensioners	22.1 years	24.5 years
Future Pensioners	22.8 years	25.5 years

Historic mortality

Life expectancy for all of the below year ends is based on the Fund's VitaCurves. The allowance for future life expectancy are in the following table:

Year ended	Current Pensioners	Future Pensioners
31 March 2022	CMI 2020 an allowance for smoothing of recent mortality experience and long term rates of 1.5% p.a.	CMI 2020 model, an allowance for smoothing of recent mortality experience and long term rates of 1.5% p.a.

Mortality assumptions used to value the Obligations in the Employer's Closing Position are different to those used to value the Obligations in the Employer's Opening Position.

Commutation

An allowance is included for future retirements to elect to take 65% of the maximum additional tax-free cash up to HMRC limits for pre-April 2008 service and 85% of the maximum tax-free cash for post-April 2008 service.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

13. PENSION COMMITMENTS (continued)

Changes in the fair value of planned assets, defined benefit obligation and net liability for year end 31 March 2022

		2022		2021
	Assets £'000	Obligations £'000	Net Liability £'000	Net Liability £'000
Fair value of planned assets	2,281	-	2,811	1,971
Present value of funded liabilities		3,175	(3,175)	(2,509)
Opening position	2,281	3,175	(894)	(538)
Service cost				
Current service cost*		76	(76)	(77)
Total service cost	-	76	(76)	(77)
Net Interest				
Interest income on plan assets	45	-	45	45
Interest cost on defined benefit obligation	-	64	(64)	(58)
Total net interest	45	64	(19)	(13)
Total	45	140	(90)	(90)
Cashflows				
Plan participants' contributions	11	11	-	-
Employer contributions	38	-	38	51
Benefits paid	(60)	(60)	-	-
Expected closing position	2,315	3,266	(951)	(577)
Remeasurements				
Changes in demographic assumptions	-	(190)	190	446
Changes in financial assumptions	-	(15)	15	588
Other experience	-	6	(6)	(29)
Return on assets excluding amounts included in net interest	171	-	171	286
	-	-	-	-
Total remeasurements recognised in Other Comprehensive Income (OCI)	171	(199)	370	(317)

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2022

13. PENSION COMMITMENTS (continued)

	2022		2021	
	Assets £'000	Obligations £'000	Net Liability £'000	Net Liability £'000
Fair value of plan assets	2,486	-	2,486	2,281
Present value of funded liabilities	-	3,067	(3,067)	(3,175)
	-----	-----	-----	-----
Closing position	2,486	3,067	(581)	(894)

Analysis of projected amount to be charged to operating profit for the period to 31 March 2023

Period Ended 31 March 2022	Assets £(000)	Obligations £(000)	Net (liability)/asset £(000)	% of pay
Projected Current service cost *		71	(71)	(43.3%)
Past service cost including curtailments		-	-	-
Effect of settlements		-	-	-
Total Service Cost	-	71	(71)	(43.3%)
Interest income on plan assets	67		67	41.1%
Interest cost on defined benefit obligation		83		(50.9%)
Total Net Interest Cost	67	83	(16)	(9.8%)
Total Included in Profit and Loss	67	154	(87)	(41.6%)

* The current service cost includes an allowance for administration expenses of 0.8% of payroll. The monetary value is based on a projected payroll of £163,000.

The contributions paid by the Employer are set by the Fund following an actuarial valuation. For further details on the approach adopted to set contribution rates for the Employer, please refer to the latest formal valuation report and Funding Strategy Statement.

CITIZENS ADVICE HILLINGDON LTD

England & Wales - Charity number 1045991

Accounts

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2021



Registered Number: 03028957
Charity Number: 104599

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

CONTENTS

	Page
Legal and administrative information	1
Trustees' report	2 - 10
Auditors' report	12 - 15
Statement of financial activities	16
Balance sheet	17
Statement of Cash flows	18
Notes forming part of the financial statements	19 - 30

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

LEGAL AND ADMINISTRATIVE INFORMATION
For the year ended 31 March 2021

Trustees

James Michelson, Treasurer
Richard Ashaye
Doug Bird
Simon Boddis Chair
Felicity Cooper
Simon Quince Appointed 25.09.20
Steven Jones Appointed 25.09.20
Noreen Sumra
Kirpal Tahim

Management Team

Heather Brown – Director
Jill Harrison – Interim CEO Appointed 1.11.20
David Sewell – Finance Manager
Jasminder Nagra – Advice Services Manager

Company Registered Number

03028957

Charity Registered Number

1045991

Registered Office

Area Support Office, Key House, 106 High Street, Yiewsley, Middlesex, UB7 7BQ

Financial Conduct Authority Authorisation Number

FRN: 617635

Auditors

Moore Kingston Smith, The Shipping Bldg, The Old Vinyl Factory, Blyth Road, Hayes. UB3 1HA

Bankers

Unity Trust Bank, 9 Brindley Place, 4 Oozells Square, Birmingham, B1 2HB

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

TRUSTEES' REPORT (continued)

For the year ended 31 March 2021

The trustees are pleased to present their annual trustees' report together with the financial statements of the charity Citizens Advice Hillingdon Ltd (HCA 'the charity') for the year ending 31 March 2021 which are also prepared to meet the requirements for a trustees' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Summary of objects

The principal objects of the company are to promote any charitable purpose for the benefit of communities in the London Borough of Hillingdon and in neighbouring boroughs, "the area of benefit" by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

The charity's main function is to provide a high quality advice and information service which is free, confidential, independent and impartial. The two aims of the service are: To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively; and equally, to exercise a responsible influence on the development of social policies and services, both locally and nationally.

Aims of the charity/mission statement

The charity specifically aims to serve the needs of people who live in the London Borough of Hillingdon and neighbouring areas for reliable, high quality advice and information on their rights and responsibilities. As an independent charitable organisation, it aims to work in partnership with other voluntary, statutory and private agencies for the benefit of its clients.

HCA aims to provide free, confidential, independent and impartial advice to people regardless of their race, religion, age, disability or gender.

The objectives of the charity are put into practice through providing generalist advice at bureaux in Hillingdon, a telephone advice line and, in addition, a variety of specialised services for vulnerable groups in the community and people in debt.

Main objectives for the year

HCA's main objectives for the year, in line with its commitment to playing a full part in the implementation of the Five Year Strategic Plan of national Citizens Advice, were as follows:

- Responding to the changing needs of Hillingdon residents for advice
- Increasing access to advice and information generally
- Service development
- People development through training and support

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2021

OBJECTIVES AND ACTIVITIES (continued)

Strategies for achieving objectives

HCA has a resources strategy as detailed in its Strategic Business Development Plan (SBDP) for 2020-23 covering funding and fundraising, staff and volunteer recruitment and training, premises, equipment and IT, the implementation of which aims to ensure that all necessary inputs are in place to enable HCA to achieve its objectives.

Significant activities contributing to achievement of stated objectives

The unrestricted grant of £280,000 from the London Borough of Hillingdon (LBH) for 2020-21 enabled HCA to provide a high quality free, confidential, impartial and independent advice and information service throughout Hillingdon. However, the global pandemic and lockdowns meant that services had to be provided differently this year. Rather than being mainly provided face to face at bureaux located in Uxbridge and Hayes, most services were provided by telephone, webchat and email. Our business continuity plan was triggered and staff were redeployed to home working. This meant that clients could still contact us to obtain the advice they needed throughout the pandemic.

This was very necessary as 59,500 people were furloughed in Hillingdon by May 2021 and claims for benefits at the two local JobCentres increased from 9,000 to 21,000 a month. Our borough was especially hard hit because of the near-closure of Heathrow airport and the impact on aviation and allied jobs locally. We saw an increase of 50% in the numbers of employment problems brought to us during this period.

Many of the worst potential financial impacts of the pandemic were ameliorated by the introduction of various emergency measures such as furlough, repayment holidays and increased Universal Credit. However, much of this year has been spent planning for increased demand for advice when these schemes end in 2021.

During the year, Trustees acted swiftly to appoint an experienced interim to cover the Director during an extended period of absence from November 2020. This provided continuity for the staff and reassurance to funders of continued service delivery.

Six funders in total provided various grants to fund additional advice for the general public, projects and specialist services to targeted groups and communities as detailed below.

Mental Health Needs: funding of £55,747 was received from London Borough of Hillingdon to provide another year of welfare benefits and debt advice service for users of mental health services.

Universal Credit Help to Claim: a grant of £205,155 was received from Citizens Advice to deliver the service from April 2020 to March 2021.

Debt Free London: grant funding of £69,006 was received from Toynbee Hall to provide debt advice in Hillingdon, continuing the service throughout 2020-21.

Potentiality Plus: the project to enhance the gateway assessment service at the Hayes CAB was granted renewed funding from Hillingdon Community Trust of £26,444 for the period from April 2020 to February 2021. The project was due to end in February 2021 but a further grant of award of £20,000 has secured some ongoing provision for the following year.

EU Settled Status: funding of £7,087 was received from the Home Office via Citizens Advice Barnet to assist vulnerable EU citizens in making applications for settled status in the UK.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2021

OBJECTIVES AND ACTIVITIES (continued)

Big Energy Savings Network: a grant of £5,500 was received from national Citizens Advice for training for Big Energy Savings Winter.

Capital funding was also received as detailed below:

Citizens Advice: a grant of £16,035 was received during the year towards the cost of purchasing equipment to assist staff to work from home and a further grant of £6,000 was made towards the implementation of email advice.

Middlesex Masonic Charity: a grant of £2,710 for Covid-related equipment

The Sir Jules Thorn Charitable Trust: a grant of £1,000 for equipment for volunteers

Over the course of 2020-21, we also received news of several donations and grants which will be paid in the coming year. These include:

£3,660 from the Clothworkers Foundation for additional laptops for volunteers to support our recruitment programme

£1,000 from the Austin and Hope Pilkington Trust for homelessness advice

We also received confirmation of large grants for 2021 onwards from the Henry Smith Charity for benefits advice, from the National Lottery for volunteer training, gateway and employment advice and from Trust for London for generalist advice. These will assist us to increase advice provision when demand increases as emergency measures such as furlough are phased out.

Use of volunteers

This was an unprecedented year for the Citizens Advice Service in many ways, not least the impact on our volunteers. Many of our volunteers took a break during the pandemic and most services were provided by paid staff for the majority of the year. However, as restrictions eased we were delighted to welcome our volunteers back into a wide variety of roles which included gateway assessors, benefit form fillers, research & campaigns and administrative workers. Our trustees continued to meet online during the pandemic.

However, not all of our volunteers returned and in January, we began a volunteer recruitment and training programme in recognition of the fact that volunteers must continue to be at the heart of the local Citizens Advice service. The Trustee Board is delighted to take this opportunity to acknowledge the importance of existing volunteers' contribution to our service and to welcome the new volunteers.

ACHIEVEMENTS AND PERFORMANCE

Review of performance against objectives

We were delighted to have been rated good in all areas of performance by Citizens Advice central office in our three-yearly review in February. This means that our membership of Citizens Advice and our Advice Quality Standard is renewed for three years.

Results from our nineteenth annual Client Feedback Survey showed that public satisfaction has been sustained at a high level despite the constraints imposed by Covid-19. 99.2% of service users were very or

**CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)**

**TRUSTEES' REPORT (continued)
For the year ended 31 March 2021**

ACHIEVEMENTS AND PERFORMANCE (continued)

fairly happy with our service overall; 88.9% reported reduced stress or improved health and wellbeing and 90.1% felt more confident to deal with problems.

Advisers dealt with 21,276 enquiry issues from Hillingdon residents in 2020-21 in the course of handling 12,210 client contacts with 4,762 residents. During the course of 2020-21 clients were given assistance with debts totalling £2,886,715.

The additional income gained for clients in Hillingdon as a direct result of advice given in 2020-21 totalled £1,616,289 - above the target of £1.3 million in the Specific Aims of our Corporate Grant from LBH.

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievements and performance sections of this report clearly set out the activities which HCA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity. In the interest of transparency, the Trustees make the following observations on the two key principles of public benefit.

Principle 1: The must be an identifiable benefit or benefits

1a It must be clear what the benefits are

The clear benefits provided by HCA are delivered through the various service areas which are described in the Significant Activities and Achievements and Performance sections of this report and reflected in the disclosure of charitable expenditure in the Statement of Financial Activities.

1b The benefits must be related to the aims

HCA's aims are to provide the advice that people need for the problems they face and to improve the policies and practices that affect people's lives. The Trustees review the activities of the charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.

1c Benefits must be balanced against any detriment or harm

No specific issues of detriment or harm arising from the work of HCA have been identified.

Principle 2: Benefit must be to the public or a section of the public

2a The beneficiaries must be appropriate to the aims

Ultimately society as a whole will benefit from HCA's activities.

2b Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2021

STATEMENT ON PUBLIC BENEFIT (continued)

As outlined above there are no restrictions on benefits. As outlined in the body of this report significant numbers of people benefit from the activities and the opportunity to do so is open to a still wider group.

2c People in poverty must not be excluded from the opportunity to benefit

As outlined above there are no restrictions on benefits and people in poverty are at the heart of what the Charity does.

2d Any private benefits must be incidental

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the charity's aims.

FINANCIAL REVIEW

Our acquisition and retention of new sources of funding has continued to mitigate our reliance on the unrestricted grant from LBH which represented 41% of total grant income in 2020-21 compared with 40% in 2019-20, and 49% in 2018-19. One other project funded by LBH brought total funding from the Borough to 48% compared to 51% in 2019-20 and 68% in 2017/18.

HCA (like most Local Citizens Advice services) is largely dependent on funding from statutory agencies, however grants from Charitable Trusts and Corporate Responsibility giving made up 51% compared with 34% in 2019-20 and 31% in 2018-19 of overall funding.

HCA participates in the Local Government Pension Scheme. The valuation of the pension scheme is dependent on the performance of the stock market and any surplus/deficit must be viewed in the long term and hence have little near term effect unless the Charity were to withdraw from the scheme. Trustees have no intention to do so. The Charity has sufficient cash flow to meet its current obligations, and, despite the pension deficit situation increasing in 2020-21 (having fallen in 2019-20), is continuing to make increased contributions in line with the LBH annual reviews to ensure that the scheme overall will not be under-funded over its lifetime.

Reserves policy and going concern

The reserves policy of the charity, following its annual review of this policy in 2019-20 and taking into account the requirements of the Citizens Advice Membership Scheme introduced in April 2017, is to work towards holding reserves that represent a minimum of four months projected expenditure of the organisation which is expected to be equivalent to £224,347 at the start of 2020-21. The review of the reserves policy in 2020-21 will continue to take into account the need for four months projected expenditure for a 'green' financial health rating from national Citizens Advice, together with any changed demands on the funds of the charity, for example, a Pension Fund liability provision.

The total level of reserves held is (£459,877) and restricted funds not available for general purposes amounted to £0 at the end of the reporting period. As at 31 March 2021, the Charity's unrestricted reserves, including designated funds of £196,083 but excluding the Pensions liability, were £434,123.

The designated funds of £196,083 were made up as follows:

- Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment
- IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2021

- Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients
- End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances
- Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19
- Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.
- Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

The charity had no commitments not provided for as liabilities as at 31 March 2021 and no functional assets of value which it considered to represent a commitment of the reserves held.

In the course of 2020-21, the Trustee Board and its Finance and Fundraising Sub-Committee will be reviewing the reserves policy, the amount of reserves held, the risks the charity may be exposed to in future and its future plans to ensure that the level of reserves is adequate, justifiable and in line with the adopted policy. If after this a change in the level of reserves is indicated then the steps to do this will be agreed at Board level.

The FRS102 valuation for HCA as at 31st March 2021 indicated a pension deficit of £894,000, compared to £538,000 at 31st March 2020, as shown in these accounts. A marked decrease in market confidence during 2020-21, changes to actuarial assumptions and costs have resulted in a £356,000 increase in the deficit situation reported last financial year.

The trustees have reviewed the circumstances of the charity and consider that adequate resources continue to be available to fund the activities of the charity for the foreseeable future. The cash flow is in good position with no cash flow issues forecast for the next 12 months. There was a surplus of £8,018 for the current year. The charity has cash at bank of £399,005 and net current assets of £401,505 as at 31 March 2021 . The trustees are of the view that the charity is a going concern.

Investment policy and performance

Under the Memorandum and Articles of Association, the Charity has the power to deposit or invest funds in any manner having regard to the suitability of investments and the need for diversification. At the present time the trustee's policy is to maintain such monies on deposits earning a market rate of interest.

PLANS FOR THE FUTURE

Aims and objectives are unchanged and activities are planned to continue with improvements in access to advice and information remaining the top priority.

Key priorities will be to

a) manage the gradual re-opening of services in a Covid-secure manner

b) widen access to initial advice and information by recruiting and training additional volunteer and paid telephone gateway staff

CITIZENS ADVICE HILLINGDON LTD (A Company limited by guarantee)

TRUSTEES' REPORT (continued) For the year ended 31 March 2021

PLANS FOR THE FUTURE (continued)

c) offering additional benefits advice and casework and, for the first time, offering employment advice in-house

d) broadening our range of partnerships and outreach locations, making advice more accessible to the most vulnerable in our community

STRUCTURE AND GOVERNANCE

Constitution and organisational structure

Meetings of the Trustees as a Management Committee govern the organisation. Relevant matters are delegated to a Finance & Fundraising Sub-Committee and a Staffing & Resources Sub-Committee, who then report to the Management Committee. The Management Committee meets quarterly and the Sub-Committees meet four times a year. The Director of the organisation and two Managers who form the management team manage the day to day operation of the service.

Finance & Fundraising James Michelson (Chair for Finance and Fundraising meetings)
 Doug Bird
 Simon Quince
 Kirpal Tahim
 Simon Boddis

Staffing & Resources Felicity Cooper (Chair for Staffing & Resources meetings from 15.6.18)
 Doug Bird
 Noreen Sumra
 Stephen Jones
 Richard Ashaye

The organisation is related to national Citizens Advice through membership. Arrangements for setting the pay and remuneration of the charity's key management personnel (and all employees) are decided locally by the Finance & Fundraising Sub-Committee with inflation increases being given annual consideration (with these mostly being 1-2% in recent years).

In view of the nature of the charity the Finance & Fundraising Sub-Committee takes into account the typical pay levels for local Citizens Advice roles in Outer London and, if recruitment has proven difficult a market addition is also paid provided it is reasonable and within the means of the charity.

Recruitment and appointment of Trustees

Trustees are recruited through various forms of publicity (e.g. website, displays, leaflets) in the area of operation. Trustees are elected and co-opted under the terms of the Articles of Association. In accordance with these, the minimum number of trustees in office at any time must be four and up to the maximum number of fifteen. All elected Trustees shall retire from office at the third annual general meeting at which they were elected but may be re-elected.

Induction and training of Trustees

HCA implements standard Citizens Advice procedures for induction and training which are regularly reviewed. Training needs are regularly assessed following a skills audit of Trustees. Training opportunities are publicised to all Trustees so that skills and knowledge can be updated and augmented.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2021

Risk Management

Major risks to which the organisation is exposed, as identified by the Trustees, are regularly reviewed by the Board and, as necessary, appropriate action is taken by reviewing funding, personnel, policy procedures and all control systems to mitigate such risks. The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity faces;
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial viability is the major financial risk for the charity. A key element in the management of financial risk is a regular review of available liquid funds to settle debts as they fall due, regular liaison with the bank, and active management of trade debtors and creditors balances to ensure sufficient working capital by the charity.

Attention has also been focused on non-financial risks arising from fire, health and safety of employees and clients. These risks are managed by ensuring accreditation is up to date, having robust policies and procedures in place, and regular awareness training for staff working in these operational areas.

Impact of Covid-19

There were substantial risks posed by the pandemic this year. Our three sites closed to staff and the public in the third week of March 2020 and are not due to fully reopen until June 20221.

Our service successfully changed delivery channels to telephone, web chat and email. Staff moved over to home working and none were furloughed. Our volunteers were temporarily stood down whilst arrangements were put in place for their safe return.

Our funders were supportive of the changes and we developed a five-stage Covid-19 Recovery Plan which was implemented to make our workplaces Covid-Secure in preparation for eventual re-opening.

A substantial number of new funding opportunities for charities were announced during the year and HCA successfully applied to the Covid Recovery Fund for additional staffing during 2021 to enable us to maintain service delivery to clients whilst training new volunteers.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

TRUSTEES' REPORT (continued)
For the year ended 31 March 2021

Trustees' responsibilities in relation to the financial statements

The trustees (who are also directors of Citizens Advice Hillingdon for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. 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;
- 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 charitable company will continue in business

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

In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

AUDITORS

In 2021, we intend to invite auditors to supply quotes for appointment for the 2021-22 audit in accordance with our financial procedures and Section 485 of the Companies Act 2006.

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

This report was approved by the Trustees on 13 December 2021 and signed on its behalf, by:



Simon Boddis, Chair

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Opinion

We have audited the financial statements of Citizens Advice Hillingdon Ltd ('the company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities incorporating the Summary Income and Expenditure Account, the Balance Sheet, 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 FRS 102 'The Financial Reporting Standard Applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 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 and the Charities Act 2011.

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 charitable company 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we required for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company 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 trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Accordingly, we have been appointed as auditors under section 145 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit.

However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council.
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain

audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

**CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
CITIZENS ADVICE HILLINGDON LTD**

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the company'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 any party other than the charity and charity's trustees as a body, for our audit work, for this report, or for the opinion we have formed.

Moore Kingston Smith LLP

Luke Holt (Senior statutory auditor)
For and on behalf of Moore Kingston Smith LLP

Date: 13 December 2021

The Shipping Building
The Old Vinyl Factory
Blyth Road
Hayes, London
UB3 1HA

Moore Kingston Smith LLP is eligible to act as auditor in terms of Section 1212 of the Companies Act 2006.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure account) For the year ended 31 March 2021

	Note	Restricted Funds £	Unrestricted Funds £	Total Funds 2021 £	Total Funds 2020 £
INCOMING RESOURCES					
<i>Income and endowments from:</i>					
Donations		-	1,433	1,433	45
Investment income					
Interest receivable		-	221	221	1,554
Income from charitable activities	2,3	397,045	280,000	677,045	704,566
Total Incoming Resources		397,045	281,654	678,699	706,165
EXPENDITURE					
<i>Charitable activities</i>					
Advice and information	4	397,045	306,838	703,883	736,009
Total expenditure		397,045	306,838	703,883	736,009
Net income/(expenditure)		-	(25,184)	(25,184)	(29,844)
Actuarial (loss)/gain on defined benefit pension scheme	13	-	(317,000)	(317,000)	475,000
Net movement in funds		-	(342,184)	(342,184)	(445,156)
Fund balances brought forward at 1 April 2020		-	(117,693)	(117,693)	(562,849)
FUND BALANCES CARRIED FORWARD AT 31 MARCH 2021		£-	£ (469,877)	£(459,877)	£(117,693)

All the above results are derived from continuing activities. The deficit for Companies Act purposes was £25,184 (2020 – £29,844)

The notes on pages 19 to 30 form part of these financial statements.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

Company number:03028957

BALANCE SHEET
As at 31 March 2021

	Notes	2021		2020	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	7		32,618		6,837
CURRENT ASSETS					
Debtors	8	67,572		54,505	
Cash at bank		399,005		391,010	
		<u>466,577</u>		<u>445,515</u>	
CREDITORS: amounts falling due within one year	9	<u>(65,072)</u>		<u>(32,045)</u>	
NET CURRENT ASSETS			<u>401,505</u>		<u>413,470</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			434,123		420,307
Pension Scheme Deficit	13		(894,000)		(538,000)
TOTAL NET LIABILITIES	12		<u>£(459,877)</u>		<u>£(117,693)</u>
CHARITY FUNDS					
Restricted Funds			-		-
Unrestricted funds					
Designated funds	11		196,083		196,083
General funds - General	11		238,040		224,224
- Pension reserve	11		(894,000)		(538,000)
			<u>£(459,877)</u>		<u>£(117,693)</u>

The notes on pages 19 to 30 form part of these financial statements.

The financial statements were approved and authorised for issue by the board and were signed on its behalf on 13 December 2021.



Simon Boddis
Chair



James Michelson
Treasurer

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

STATEMENT OF CASH FLOWS
For the year ended 31 March 2021

	2021	2020
	£	£
Cash flow from operating activities		
Net cash inflow from operating activities	40,511	47,729
Cash flows from investing activities		
Interest income	221	1,554
Cash flows from financing activities:		
Net cash used in financing activities	(32,737)	(4,303)
Change in cash and cash equivalents in the year		
Cash and cash equivalent at the beginning of the year	391,010	346,030
Cash and cash equivalent at the end of the year	399,005	391,010
	=====	=====
	2021	2020
	£	£
Net income/(expenditure) for the year	(25,184)	(29,844)
Adjusted for:		
Depreciation	6,956	4,286
Defined benefit pension scheme cost less contribution (note 13)	39,000	42,000
Defined benefit pension scheme finance cost (note 13)	-	23,000
Investment income	(221)	(1,554)
Decrease/(increase) in debtors	(13,067)	10,993
(Decrease) in creditors	33,027	(1,152)
	-----	-----
Net cash provided by operating activities	40,511	47,729
	=====	=====
	2021	2020
	£	£
Cash in hand and at bank	399,005	391,010
Total cash and cash equivalents	399,005	391,010
	=====	=====

CITIZENS ADVICE HILLINGDON LTD

(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

a) Basis of preparation of financial statements

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 application in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) - (Charities SORP (FRS102) and the Companies Act 2006. Citizens Advice Hillingdon 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.

b) Preparation of the accounts on a going concern basis

At the time of approving the accounts, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and at least twelve months from the date of approval of these financial statements, despite the challenges presented by Covid-19. This expectation is based on budgets and forecasts supported by secured funding, and a strong cash position. In addition, whilst being fully cognisant of our part in the Hillingdon Local Government Pension Scheme deficit, HCA continues to be in a position to fully co-operate with the Council's plans to address the deficit over a number of years and ensure the Scheme's sustainability through enhanced contribution rates. The trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.4 Income

All income is included in the Statement of Financial Activities (SOFA) when the company is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified the income is to be expended into a future period.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources.

Direct costs, including directly attributable salaries, are allocated on an actual basis to the key strategic areas of activity. Overheads and other salaries are allocated between the expense headings on the basis of time spent.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and are allocated to activities on a consistent basis.

Governance costs are those incurred in connection with enabling the Charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties

1.6 Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. 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 bases:

Furniture, fittings and equipment - 33.3% straight line

1.7 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the SOFA as incurred.

1.8 Pensions

The company is a member of a defined benefits pension scheme and the pension charge is based on the actuarial valuation. Full actuarial valuations are obtained triennially and are updated at each balance sheet date. The valuation was carried out by an officer of the group. The assets of the scheme are held separately from those of the charity. The contributions to the scheme are charged to the statement of financial activities so as to spread the cost of pensions over the service lives of employees. Variations from the regular costs are spread over the average expected remaining working lives of current members in the scheme.

1.9 VAT

The charity is not registered for VAT. In common with many other charities, Citizens Advice Hillingdon expenses include VAT incurred, which cannot be recovered.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

2. COMPARATIVE —2020 STATEMENT OF FINANCIAL ACTIVITIES

	Restricted Funds	Unrestricted Funds	Total Funds 2020
	£	£	£
<i>Income and endowments from:</i>			
Donations	-	45	45
Investment income			
Interest receivable	-	1,554	1,554
Income from charitable activities	424,566	280,200	543,368
Total Income	424,566	280,633	706,165
EXPENDITURE			
<i>Charitable activities</i>			
Advice and information	424,566	311,443	736,009
Total expenditure	424,566	311,443	736,009
Actuarial (loss)/gain on defined benefit pension scheme	-	475,000	475,000
Net movement in funds	-	445,156	445,156
Reconciliation of Funds			
Fund balances brought forward	-	(562,849)	(562,849)
FUND BALANCES CARRIED FORWARD	£-	£(117,693)	£(117,693)

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITY - ADVICE AND INFORMATION	Total Funds 2021 £	Total Funds 2020 £
Unrestricted		
London Borough of Hillingdon - LBH	280,000	280,000
Other income	1,433	45
	-----	-----
	281,433	280,045
	=====	=====
Restricted		
Mental Health Money Advice	55,753	55,753
EUSS Grant	6,383	9,576
BEIS	16,035	-
Universal Credit Help to Claim	205,155	210,370
HMPT Grant	6,000	-
BESN	5,500	5,500
Capitalise Debt Advice	75,468	108,893
Potentiality Plus	24,040	28,527
Middlesex Masonic Charity	2,710	-
Citizens Advice Debt Relief Orders	-	28
Citizens Advice Broadband Grant	-	939
Citizens Advice Windrush Referral Grant	-	390
HART	-	4,590
	-----	-----
	£397,044	£424,566
	=====	=====
4. RESOURCES EXPENDED		
	2021 £	2020 £
Direct costs - Advice and information	619,028	636,177
Support costs - Advice and information	84,855	99,832
	-----	-----
	£703,883	£736,009
	=====	=====
SUPPORT COSTS COMPRISE OF:		
	2021 £	2020 £
Support staff costs	26,373	34,343
Premises costs	16,933	15,985
Office costs	26,359	33,919
Governance costs	15,190	15,585
	-----	-----
	£84,855	£99,832
	=====	=====

Support costs are costs of central management. These costs are allocated to activities as above based on staff costs.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

5. NET EXPENDITURE	2021	2020
	£	£
This is stated after charging:		
Depreciation of tangible fixed assets:		
- owned by the charity	6,956	4,285
Auditors' remuneration		
- audit fees (excluding VAT)	7,248	7,100
Pension costs (plus additional contributions)	96,732	122,812
	<u> </u>	<u> </u>
6. STAFF COSTS AND NUMBERS	2021	2020
	£	£
Staff costs were as follows:		
Wages and salaries	483,192	499,497
Social security costs	42,960	44,694
Pension costs	96,732	122,812
Staff expenses	531	2,306
	<u> </u>	<u> </u>
	<u>£623,415</u>	<u>£669,310</u>

The average number of employees employed by the charity during the year was as follows:

	No.	No.
Advice and information	14	12
Support	1	1
	<u> </u>	<u> </u>
	<u>15</u>	<u>13</u>

One employee received remuneration amounting to more than £60,000 in the year, in the £60,000 - £70,000 bracket (2020: none)

There was a redundancy payment of £Nil during the year (2020: £Nil).

The key management personnel of the charity comprise the Director, Advice Services Manager and Finance Manager. The total employee benefits of the key management personnel of the charity were £167,995 (2020: £139,092).

During the year, the Trustees didn't receive any remuneration but were reimbursed £26 for expenses (2020: £nil).

There were no related party transactions requiring disclosure in the year (2020: none).

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

7. TANGIBLE FIXED ASSETS		Furniture fittings and equipment
		£
Cost		
At 1 April 20		54,181
Additions		32,737
		<hr/>
At 31 March 2021		86,918
		<hr/>
Depreciation		
At 1 April 2020		47,344
Charge for the year		6,956
		<hr/>
At 31 March 2021		54,300
		<hr/>
Net book value		
At 31 March 2021		32,618
		<hr/>
At 31 March 2020		6,837
		<hr/> <hr/>
8. DEBTORS	2021	2020
	£	£
Due within one year		
Trade debtors	55,753	31,707
Accrued income	11,819	22,798
	<hr/>	<hr/>
	£67,572	£65,498
	<hr/> <hr/>	<hr/> <hr/>
9. CREDITORS: amounts falling due within one year	2021	2020
	£	£
Trade creditors	211	1,323
Accruals	44,861	28,318
Deferred income	20,000	2,404
	<hr/>	<hr/>
	£65,072	£32,045
	<hr/> <hr/>	<hr/> <hr/>
10. DEFERRED INCOME	2021	2020
	£	£
Amount deferred in the year	20,000	2,024
	<hr/> <hr/>	<hr/> <hr/>

The deferred income relates to funds received in advance and specifically instructed to be used in the next financial period.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

11. STATEMENT OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension gain/(loss) £	Transfers in/(out) £	Carried forward £
DESIGNATED FUNDS						
Covid-19 Response	14,000	-	-	-	-	14,000
Pilot Schemes	20,000	-	-	-	-	20,000
IT Modernisation	20,000	-	-	-	-	20,000
Project Over-run	10,000	-	-	-	-	10,000
End of Contracts	20,000	-	-	-	-	20,000
Hayes Contingency	15,000	-	-	-	-	15,000
Pension Deficit	97,083	-	-	-	-	97,083
Subtotal	196,083	-	-	-	-	196,083
GENERAL FUNDS						
Pension funds	(538,000)		(90,000)	(266,000)	-	(894,000)
General funds	224,224	281,654	(267,738)		-	238,040
Subtotal	(313,776)	281,654	(357,738)	(266,000)	-	(655,860)
Total unrestricted funds	£(117,693)	£281,654	£(357,738)	£(266,000)	-	£(459,877)

Pilot Schemes - £20,000 - to enable HCA's involvement in otherwise unfunded pilots that may give the charity an edge in securing future funding streams in the post-Covid-19 environment

IT Modernisation – £20,000 – this is for costs, including consultancy and IT support, associated with developing our IT for the new ways of working as a result of Covid-19, improved business efficiency, continuity and service delivery.

Project Over-run - £10,000 - to enable projects that lose funding to withdraw their services to the public in an ethical manner safeguarding the interests of ongoing clients

End of Contracts Contingency - £20,000 – to cover losses from penalty clauses and non- receipt of final payments should contracts be ended in contentious circumstances

Hayes Contingency - £15,000 - to enable short-term continuation of service delivery at current levels in the event of any significant reduction in overall funding, or changes to ways of working as a result of Covid-19

Covid-19 Response - £14,000 – this is to provide against the impact of Covid-19 pandemic on our operations including expected difficulty in meeting targets and consequent potential clawback from funders.

Pension Deficit - £97,083 – held against any potential requirement for the organisation to make a substantial contribution towards its part of the Hillingdon Local Government Pension Scheme deficit

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

11. STATEMENT OF FUNDS (continued)

RESTRICTED FUNDS	Brought forward £	Incoming resources £	Resources expended £	Transfers in/(out) £	Carried forward £
Mental Health Money Advice	-	55,753	(55,753)	-	-
EUSS Grant	-	6,383	(6,383)	-	-
Debt Free Advice	-	75,468	(75,468)	-	-
Potentiality Plus	-	24,040	(24,040)	-	-
Universal Credit Help to Claim	-	205,155	(205,155)	-	-
BEIS	-	16,035	(16,035)	-	-
Big Energy Saving Network	-	5,500	(5,500)	-	-
HMPT grant	-	6,000	(6,000)	-	-
Middlesex Masonic Charity	-	2,710	(2,710)	-	-
Total	-	£397,044	£(397,044)	-	£-

Mental Health Money Advice

This project provides a welfare benefits and debt advice service for users of mental health services.

EUSS Grant

This project provides assistance for EU citizens wanting to settle.

Debt Free London

This project provides debt advice, primarily face-to-face, as part of London's Debt Free London partnership with funding received from the Money Advice Service via Toynbee Hall.

Potentiality Plus

This project provides advice and information in response to needs arising from the national welfare reform programme for residents in the six wards in the south of the Borough of Hillingdon, funded by Hillingdon Community Trust.

Universal Credit Help to Claim

This is a grant received from Citizens Advice to provide assistance to people claiming Universal Credit up until they receive their first payment.

BEIS grant

A government grant to cover IT cost re home working.

Big Energy Saving Network

This project delivered one-to-one advice to vulnerable energy consumers and four local events in Big Energy Saving Week.

HMPT Grant: funding of £6,000 was received from Citizens Advice.

Middlesex Masonic Charity: funding of £2,710 was received.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

11. STATEMENT OF FUNDS (continued)

SUMMARY OF FUNDS	Brought forward £	Incoming resources £	Resources expended £	Pension movement £	Transfers in/(out) £	Carried forward £
Designated funds	196,083	-	-	-	-	196,083
General funds:						
- general	224,224	281,654	(267,738)	-	-	238,040
- pension	(538,000)	-	(90,000)	(266,000)	-	(894,000)
	<u>(117,693)</u>	<u>281,654</u>	<u>(311,443)</u>	<u>475,000</u>	<u>-</u>	<u>(459,877)</u>
Restricted funds	-	397,044	(397,044)	-	-	-
Total funds	<u>£(117,693)</u>	<u>£678,698</u>	<u>£(736,009)</u>	<u>£475,000</u>	<u>-</u>	<u>(459,877)</u>

The transfers represent reallocations agreed by Trustees

12. ANALYSIS OF NET ASSET BETWEEN FUNDS

	Restricted Funds £	Unrestricted Funds £	Total funds 2020 £	Total funds 2021 £
Tangible fixed assets	-	32,618	32,618	6,837
Current assets	-	466,577	466,577	445,515
Creditors due within one year	-	(65,073)	(65,073)	(32,045)
Pension – liability	-	(894,000)	(894,000)	(538,000)
	<u>£-</u>	<u>£(459,877)</u>	<u>£(459,877)</u>	<u>£(117,693)</u>

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

13. PENSION COMMITMENTS

Citizens Advice Hillingdon participates in the Local Government Pension Scheme which is a defined benefit arrangement. It is administered in accordance with the Local Government Pension Scheme Regulations 1197, as amended. It is contracted out of the State Second Pension Scheme and is a funded pension scheme. It is a multi-employer scheme. The last full actuarial valuation of this scheme was carried out by a qualified independent actuary as at 31 March 2019.

FRS102 require disclosure of assets and liabilities as at 31 March 2021 calculated in accordance with the requirements of FRS102. They also require disclosure of the items which would appear in the statement of financial activities and in the statement of total recognised gains and losses. An actuarial valuation was carried out for the defined benefit scheme by Hymans Robertson using the projected unit method of valuation method. The major assumptions used were;

	2020	2020
	%	%
Main assumptions		
Rate of increase in salaries	2.85%	1.9%
Rate of increase in pensions in payment	3.15%	2.2%
Discount rate	2.0%	2.3%

Mortality

Life expectancy is based on the Funds VitaCurves with improvements in line with the CMI 2013 model assuming the current rate of improvements has peaked and will converge to long term rate 1.25% p.a. Based on these assumptions, the average future life expectancies at age 65 are summarised below:

	Males	Females
Current Pensioners	22.3 years	24.7 years
Future Pensioners	23.3 years	26.2 years

Historic mortality

Life expectancy for all of the below year ends is based on the Fund's VitaCurves. The allowance for future life expectancy are in the following table:

Year ended	Prospective Pensioners	Pensioners
31 March 2019	CMI 2018 model assuming the current rate of improvements has peaked and will converge to long term rate 1.25% p.a.	CMI 2018 model assuming the current rate of improvements has peaked and will converge to long term rate 1.25% p.a.

Mortality assumptions used to value the Obligations in the Employer's Closing Position are identical to those used to value the Obligations in the Employer's Opening Position.

Commutation

An allowance is included for future retirements to elect to take 65% of the maximum additional tax-free cash up to HMRC limits for pre-April 2008 service and 85% of the maximum tax-free cash for post-April 2008 service.

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

13. PENSION COMMITMENTS (continued)

Changes in the fair value of planned assets, defined benefit obligation and net liability for year end 31 March 2021

		2021	2020
	Assets £'000	Obligations £'000	Net Liability £'000
			Net Liability £'000
Fair value of planned assets	1,971	-	1,971
Present value of funded liabilities		2,509	(2,509)
Opening position	1,971	2,509	(538)
Service cost			
Current service cost*		77	(77)
Total service cost	-	77	(77)
Net Interest			
Interest income on plan assets	45	-	45
Interest cost on defined benefit obligation	-	58	(58)
Total net interest	45	58	(13)
Total	45	135	(90)
Cashflows			
Plan participants' contributions	14	14	-
Employer contributions	51	-	51
Benefits paid	(86)	(86)	-
Expected closing position	1,995	2,572	(577)
Remeasurements			
Changes in demographic assumptions	-	44	446
Changes in financial assumptions	-	588	588
Other experience	-	(29)	(29)
Return on assets excluding amounts included in net interest	286	-	286
	-	-	-
Total remeasurements recognised in Other Comprehensive Income (OCI)	286	603	(317)

CITIZENS ADVICE HILLINGDON LTD
(A Company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS (continued)
For the year ended 31 March 2021

13. PENSION COMMITMENTS (continued)

	2021		2020	
	Assets £'000	Obligations £'000	Net Liability £'000	Net Liability £'000
Fair value of plan assets	2,281	-	2,281	1,971
Present value of funded liabilities	-	3,175	(3,175)	(2,509)
	2,281	3,175	(894)	(538)
Closing position	2,281	3,175	(894)	(538)

Analysis of projected amount to be charged to operating profit for the period to 31 March 2022

Period Ended 31 March 2022	Assets £(000)	Obligations £(000)	Net (liability)/asset £(000)	% of pay
Projected Current service cost *		103	(103)	(46.8%)
Past service cost including curtailments		-	-	-
Effect of settlements		-	-	-
Total Service Cost	-	103	(103)	(46.8%)
Interest income on plan assets	46		46	21.0%
Interest cost on defined benefit obligation		64		(29.2%)
Total Net Interest Cost	46	6	(13)	(6.3%)
Total Included in Profit and Loss	45	131	(86)	(41.6%)

* The current service cost includes an allowance for administration expenses of 0.8% of payroll. The monetary value is based on a projected payroll of £207,000.

The contributions paid by the Employer are set by the Fund following an actuarial valuation. For further details on the approach adopted to set contribution rates for the Employer, please refer to the latest formal valuation report and Funding Strategy Statement.