

HARROW CITIZENS ADVICE BUREAUX SERVICE LTD

England & Wales · Charity number 1060926

Details

Other names	HARROW CITIZENS ADVICE BUREAU, HARROW CITIZENS ADVICE BUREAU SERVICE LTD, HARROW C A B
Status	Registered
Legal form	Charitable company
Company number	03090292
Registered	1997-02-27
Register	View on the Charity Commission register

Contact

Address	4 Gayton Road Harrow HA1 2FB
Phone	08082505705
Email	admin@citizensadviceharrow.org.uk
Website	https://www.citizensadviceharrow.org.uk/

Activities

Objects: THE BUREAU'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN THE AREA OF THE BOROUGH OF HARROW AND SURROUNDING AREAS BY THE ADVANCEMENT OF EDUCATION , THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: Citizens advice bureau services for the benefit of those employed or living in the London Borough of Harrow.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- **Area of benefit:** HARROW
- Harrow

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£42,000	£757,137	£579,163	21
2024-03-31	£42,021	£725,898	£572,560	21
2023-03-31	£494,632	£576,694	-	-
2022-03-31	£9,539	£507,967	£588,473	25
2021-03-31	£8,578	£480,794	£515,678	30

Trustees

Name	Role	Appointed
DAVID JOHN WOOD		
Irwin Spilka		2017-10-18
Martin John Hemming		2018-03-07
PUSHPA LALLOO		2011-09-29
Theresa Jane Chambers		2022-08-03

Accounts

REGISTERED COMPANY NUMBER: 03090292 (England and Wales)
REGISTERED CHARITY NUMBER: 1060926

**Report of the Trustees and
Audited Financial Statements
for the Year Ended 31 March 2025
for
Harrow Citizens Advice Bureaux
Service Limited**

Parker Cavendish
Chartered Accountants
Registered Auditor
Suite 301, Stanmore Business
and Innovation Centre
Howard Road
Stanmore
Middlesex
HA7 1FW

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for the Year Ended 31 March 2025**

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**Report of the Trustees
for the Year Ended 31 March 2025**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

STRATEGIC REPORT

**STRUCTURE, GOVERNANCE AND MANAGEMENT
STATUS AND ADMINISTRATION**

The registered name of the charity is Harrow Citizens Advice Bureaux Services Limited and is also known as and referred to as Harrow Citizens Advice.

Harrow Citizens Advice is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2025 the company had six members (2024: 7) of the Management Board. Harrow Citizens Advice is governed by its Articles of Association as approved on 12th October 2022.

INVESTMENT POWERS

As required in its Articles, paragraph 3, in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

OBJECTS AND ACTIVITIES FOR THE PUBLIC BENEFIT

The charity's objects are to promote any charitable purpose for the benefit of the community in the area of the Borough of Harrow and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The principal activity of Harrow Citizens Advice is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public, ensuring that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. Harrow Citizens Advice aims to exercise a responsible influence on the development of social policies and services.

ORGANISATIONAL STRUCTURE

Harrow Citizens Advice is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. These policies are implemented by the trustees who carry the ultimate responsibility for the conduct of Harrow Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Harrow Citizens Advice is a member of The National Association of Citizens Advice Bureau (Citizens Advice) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

The Bureaux is also actively involved in partnership working with other voluntary, statutory and private sector service providers.

**Report of the Trustees
for the Year Ended 31 March 2025**

**STRUCTURE, GOVERNANCE AND MANAGEMENT
REVIEW OF ACTIVITIES AND FUTURE DEVELOPMENT**

Citizens Advice Harrow delivers high-quality services in response to the needs of the local community. Citizens Advice Harrow delivers an advice and information service both face to face and across a diverse range of digital platforms. In the year under review Citizens Advice Harrow have dealt with 24,383 issues (2024: 19,675) and the debt managed it approximately £2,873,000 which is a significant increase from the previous year. In addition to our core contract for advice information and guidance from Harrow Council, Citizens Advice Harrow have throughout the year secured additional funding to support bespoke projects which targeted some of the most vulnerable communities in Harrow. This included:

- Delivering outreach service for vulnerable communities via the Conversation Café;
- Supported Harrow Council regarding administering the Household Support Fund;
- Energy advice programme for residents struggling with utilities.

In addition, Citizens Advice Harrow has assisted cancer patients in Harrow and a number of other boroughs.

Citizens Advice Harrow have retained a highly skilled, diverse and committed workforce.

The trustee board have continued to provide robust governance and scrutiny. The year under review has been a year of significant challenges both financially and with the surge in demand for our services as the impact of the cost of living takes effect.

During the year we relocated to new premises to make way for Harrow Council's regeneration plans for our current site.

REVIEW OF FINANCIAL RESULTS

During the year ended 31st March 2025, Harrow Citizens Advice had total income of £763,740 (2024: £792,047), of which £315,098 (2024: £275,935) (40% - 2024: 35%) represented grants and contracts from Harrow Council. In addition, funding was received from: Macmillan, RCJ Advice for GLA Cost of Living Advice and Citizens Advice for Energy advice and Help to Claim. After expenditure of £757,137 (2024: £725,898), a surplus of £6,603 (2024: £66,149) has been added to reserves carried forward.

RESERVES

Harrow Citizens Advice is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. Harrow Citizens Advice maintain a projection of income for at least one year ahead and will ensure that this continues to be derived from as wide a variety of sources possible. Harrow Citizens Advice has taken all necessary steps to ensure that, at no time within this period, would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service. The reasons for holding reserves are outlined in note 14.

RISK ASSESSMENT

Harrow Citizens Advice annually assesses the risks to which it is exposed. The trustees recognise that any major risks to which the charity is exposed needs to be reviewed with systems and controls in place to mitigate those risks.

In addition, Harrow Citizens Advice continually monitors and manages its risks ensuring systems and controls are in place to mitigate its key risks. Included in external risks is that of the loss of funding. The effects of this has been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources.

Internal risks are minimised by the implementation of procedures and controls which include authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Harrow Citizens Advice takes all reasonable precautions to protect its information assets. These include making use of Cyber Essentials which is a government backed certification scheme, the use of laptops and memory sticks which are encrypted to the required standards for the use of staff who work at outreach locations or from home. Client and personnel files are stored in locked cabinets and are transported securely between sites.

VOLUNTARY WORK AND EMPLOYEE INVOLVEMENT

The charity receives help and support in the form of voluntary assistance in advising the public. Volunteers contributed approximately 11,074 (2024: 8,277) hours of work to the service during the year which equates to £227,000. An extensive range of communication and consultative arrangements are in place to help ensure that employees are kept fully involved about developments within the organisation.

**Report of the Trustees
for the Year Ended 31 March 2025**

**STRUCTURE, GOVERNANCE AND MANAGEMENT
GOING CONCERN**

The trustees are of the view that the charity is able to continue as a going concern. The trustees have considered the possible threat to the company caused by the current economic conditions. Due to the financial strength of the charity and the ongoing commitment and support of its major funders it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03090292 (England and Wales)

Registered Charity number
1060926

Registered office
4 Gayton Road
Harrow
HA1 2FB

Trustees
D J Wood
Ms P H Laloo
S Bose (resigned 16/10/2024)
I Spilka
M J Hemming
Ms T J Chambers
S D Ezekiel

Company Secretary
Ms T Nijjar

Auditors
Parker Cavendish
Chartered Accountants
Registered Auditor
Suite 301, Stanmore Business and Innovation Centre
Howard Road
Stanmore
Middlesex
HA7 1FW

Bankers
HSBC
101- 103 Station Road
Edgware
Middlesex
HA8 7JJ

AUDITORS

The auditors, Parker Cavendish, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 16 October 2025 and signed on the board's behalf by:



Ms T Nijjar - Secretary

**Statement of Trustees' Responsibilities
for the Year Ended 31 March 2025**

The trustees (who are also the directors of Harrow Citizens Advice Bureaux Service Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Opinion

We have audited the financial statements of Harrow Citizens Advice Bureaux Service Limited (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 2025 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with the directors and other management, and from our commercial knowledge and experience of the company's activities and our prior knowledge of the company's operations;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.
- we assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:
 - making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
 - considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Our responsibilities for the audit of the financial statements (continued)

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, and any other applicable correspondence.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



M Gazza (Senior Statutory Auditor)
for and on behalf of Parker Cavendish
Chartered Accountants
Registered Auditor
Suite 301, Stanmore Business
and Innovation Centre
Howard Road
Stanmore
Middlesex
HA7 1FW

Date: 16 October 2025

**Harrow Citizens Advice Bureaux
Service Limited**

**Statement of Financial Activities
for the Year Ended 31 March 2025**

	Notes	Unrestricted fund £	Restricted £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	36,228	-	36,228	36,566
Charitable activities	4				
Government & public authority grants		315,098	-	315,098	275,935
Other grants		24,410	381,907	406,317	474,091
Investment income	3	<u>6,097</u>	<u>-</u>	<u>6,097</u>	<u>5,455</u>
Total		<u>381,833</u>	<u>381,907</u>	<u>763,740</u>	<u>792,047</u>
EXPENDITURE ON					
Charitable activities	5				
General Administration & Management		<u>375,230</u>	<u>381,907</u>	<u>757,137</u>	<u>725,898</u>
NET INCOME		6,603	-	6,603	66,149
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>572,560</u>	<u>-</u>	<u>572,560</u>	<u>506,411</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>579,163</u></u>	<u><u>-</u></u>	<u><u>579,163</u></u>	<u><u>572,560</u></u>

The notes form part of these financial statements

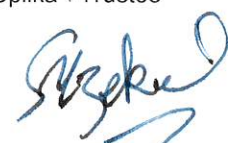
**Harrow Citizens Advice Bureaux
Service Limited**

**Balance Sheet
31 March 2025**

	Notes	Unrestricted fund £	Restricted £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	11	12,640	-	12,640	8,374
CURRENT ASSETS					
Debtors	12	139,564	-	139,564	100,250
Cash at bank and in hand		<u>466,933</u>	<u>-</u>	<u>466,933</u>	<u>529,271</u>
		606,497	-	606,497	629,521
CREDITORS					
Amounts falling due within one year	13	(39,974)	-	(39,974)	(65,335)
NET CURRENT ASSETS		<u>566,523</u>	<u>-</u>	<u>566,523</u>	<u>564,185</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>579,163</u>	<u>-</u>	<u>579,163</u>	<u>572,560</u>
NET ASSETS		<u>579,163</u>	<u>-</u>	<u>579,163</u>	<u>572,560</u>
FUNDS	14				
Unrestricted funds				<u>579,163</u>	<u>572,560</u>
TOTAL FUNDS				<u>579,163</u>	<u>572,560</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 16 October 2025 and were signed on its behalf by:


I Spilka - Trustee


S D Ezekiel - Trustee

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Cash Flow Statement
for the Year Ended 31 March 2025**

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(59,956)</u>	<u>(14,658)</u>
Net cash used in operating activities		<u>(59,956)</u>	<u>(14,658)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(8,479)</u>	-
Interest received		<u>6,097</u>	<u>5,455</u>
Net cash (used in)/provided by investing activities		<u>(2,382)</u>	<u>5,455</u>
Change in cash and cash equivalents in the reporting period		<u>(62,338)</u>	<u>(9,203)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>529,271</u>	<u>538,474</u>
Cash and cash equivalents at the end of the reporting period		<u><u>466,933</u></u>	<u><u>529,271</u></u>

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2025

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025 £	2024 £
Net income for the reporting period (as per the Statement of Financial Activities)	6,603	66,149
Adjustments for:		
Depreciation charges	4,213	2,791
Interest received	(6,097)	(5,455)
Increase in debtors	(39,314)	(76,094)
Decrease in creditors	(25,361)	(2,049)
Net cash used in operations	(59,956)	(14,658)

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank and in hand	529,271	(62,338)	466,933
	529,271	(62,338)	466,933
Total	529,271	(62,338)	466,933

**Notes to the Financial Statements
for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year/period, and also have been consistently applied within the same accounts.

Incoming resources

(i) Grants Receivable

Grants made to finance the activities of the bureau are credited to the income and expenditure account in the period to which they relate.

(ii) Bank Interest

Bank interest is included in the income and expenditure account on receipt.

(iii) Other Income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they are received.

(iv) Gifts and Intangible Income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

(v) Deferred Income

Grants received in advance of the period in which the funded requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 25% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

The trustees have no concerns regarding the charity's ability to continue as a going concern. The trustees have considered the possible threat to the company caused by the current economic conditions and are confident that due to the financial strength of the charity, and the ongoing commitment and support of its major funders that it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

2. DONATIONS AND LEGACIES

	2025 £	2024 £
Donations	<u>36,228</u>	<u>36,566</u>

3. INVESTMENT INCOME

	2025 £	2024 £
Deposit account interest	<u>6,097</u>	<u>5,455</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	2025 £	2024 £
Government & public authority grants	315,098	275,935
Other grants	<u>406,317</u>	<u>474,091</u>
	<u>721,415</u>	<u>750,026</u>

5. CHARITABLE ACTIVITIES COSTS

	Support costs (see note 6) £
General Administration & Management	<u>757,137</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

6. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Administration & Management	<u>731,260</u>	<u>25,877</u>	<u>757,137</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025 £	2024 £
Auditors' remuneration	5,040	6,360
Depreciation - owned assets	<u>4,213</u>	<u>2,791</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

9. STAFF COSTS

	2025 £	2024 £
Wages and salaries	536,110	505,222
Social security costs	37,900	39,815
Other pension costs	<u>19,559</u>	<u>17,221</u>
	<u>593,569</u>	<u>562,258</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Management and administration	<u>21</u>	<u>20</u>

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	36,566	-	36,566
Charitable activities			
Government & public authority grants	275,935	-	275,935
Other grants	98,593	375,498	474,091
Investment income	<u>5,455</u>	<u>-</u>	<u>5,455</u>
Total	<u>416,549</u>	<u>375,498</u>	<u>792,047</u>
EXPENDITURE ON			
Charitable activities			
General Administration & Management	<u>350,400</u>	<u>375,498</u>	<u>725,898</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted £	Total funds £
NET INCOME/(EXPENDITURE)	66,149	-	66,149
RECONCILIATION OF FUNDS			
Total funds brought forward	506,411	-	506,411
TOTAL FUNDS CARRIED FORWARD	<u>572,560</u>	<u>-</u>	<u>572,560</u>

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2024	32,354
Additions	<u>8,479</u>
At 31 March 2025	<u>40,833</u>
DEPRECIATION	
At 1 April 2024	23,980
Charge for year	<u>4,213</u>
At 31 March 2025	<u>28,193</u>
NET BOOK VALUE	
At 31 March 2025	<u>12,640</u>
At 31 March 2024	<u>8,374</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Prepayments and accrued income	<u>139,564</u>	<u>100,250</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Social security and other taxes	18,280	10,870
Pension contributions	3,443	2,633
Other creditors	7,260	34,430
Deferred income	<u>10,991</u>	<u>17,402</u>
	<u>39,974</u>	<u>65,335</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

14. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	572,560	6,603	576,163
TOTAL FUNDS	<u>572,560</u>	<u>6,603</u>	<u>576,163</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	381,833	(375,230)	6,603
Restricted funds			
Restricted reserves	381,907	(381,907)	-
TOTAL FUNDS	<u>763,740</u>	<u>(757,137)</u>	<u>6,603</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	506,411	66,149	572,560
TOTAL FUNDS	<u>506,411</u>	<u>66,149</u>	<u>572,560</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	416,549	(350,400)	66,149
Restricted funds			
Restricted reserves	375,498	(375,498)	-
TOTAL FUNDS	<u>792,047</u>	<u>(725,898)</u>	<u>66,149</u>

Restricted Reserves

There are no restricted funds in the current year or in the previous year.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2025**

14. MOVEMENT IN FUNDS - continued

Unrestricted Reserves

Included in unrestricted reserves are the following amounts that have been designated by the directors:

1. 4 months operating expenses to meet unexpected events such as a significant loss of funding;
2. £100,000 to cover insufficient core funding so that the charity can continue to maintain services for which it does not have funding and also for possible redundancies in the event of losing core funding;
3. £100,000 for essential expenditure, for example IT and premises, needed to maintain operating capacity.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

**Harrow Citizens Advice Bureaux
Service Limited**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2025**

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	36,228	36,566
Investment income		
Deposit account interest	6,097	5,455
Charitable activities		
Government & public authority grants	315,098	275,935
Other grants	<u>406,317</u>	<u>474,091</u>
	<u>721,415</u>	<u>750,026</u>
Total incoming resources	763,740	792,047
EXPENDITURE		
Support costs		
Management		
Wages	536,110	505,222
Social security	37,900	39,815
Pensions	19,559	17,221
Rent & rates	57,655	41,347
Insurance	1,127	2,862
Telephone	5,930	12,898
Postage and stationery	4,657	3,570
Subscriptions	7,661	8,933
Sundries	36,407	34,499
Computer and software	11,676	5,652
Repairs & renewals	2,378	24,139
Travel & staff training	5,987	4,391
Depreciation of tangible and heritage assets	<u>4,213</u>	<u>2,791</u>
	731,260	703,340
Governance costs		
Auditors' remuneration	5,040	6,360
Accountancy and legal fees	<u>20,837</u>	<u>16,198</u>
	<u>25,877</u>	<u>22,558</u>
Total resources expended	757,137	725,898
Net income	<u>6,603</u>	<u>66,149</u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 03090292 (England and Wales)
REGISTERED CHARITY NUMBER: 1060926

**Report of the Trustees and
Audited Financial Statements
for the Year Ended 31 March 2024
for
Harrow Citizens Advice Bureaux
Service Limited**

Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

**Contents of the Financial Statements
for the Year Ended 31 March 2024**

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**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2024**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**STRUCTURE, GOVERNANCE AND MANAGEMENT
STATUS AND ADMINISTRATION**

The registered name of the charity is Harrow Citizens Advice Bureaux Services Limited and is also known as and referred to as Harrow Citizens Advice.

Harrow Citizens Advice is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2024 the company had seven members (2023: 8) of the Management Board. Harrow Citizens Advice is governed by its Articles of Association as approved on 12th October 2022.

INVESTMENT POWERS

As required in its Articles, paragraph 3, in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

OBJECTS AND ACTIVITIES FOR THE PUBLIC BENEFIT

The charity's objects are to promote any charitable purpose for the benefit of the community in the area of the Borough of Harrow and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The principal activity of Harrow Citizens Advice is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public, ensuring that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. Harrow Citizens Advice aims to exercise a responsible influence on the development of social policies and services.

ORGANISATIONAL STRUCTURE

Harrow Citizens Advice is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. These policies are implemented by the trustees who carry the ultimate responsibility for the conduct of Harrow Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day to day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Harrow Citizens Advice is a member of The National Association of Citizens Advice Bureau (Citizens Advice) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

The Bureaux is also actively involved in partnership working with other voluntary, statutory and private sector service providers.

**Report of the Trustees
for the Year Ended 31 March 2024**

**STRUCTURE, GOVERNANCE AND MANAGEMENT
REVIEW OF ACTIVITIES AND FUTURE DEVELOPMENT**

Harrow Citizens Advice delivers high-quality services in response to the needs of the local community. Harrow Citizens Advice delivers an advice and information service across a diverse range of digital platforms. In the year under review there were 26,261 contacts (2023: 23,434) with clients helping them deal with 19,675 issues (2023: 15,877). In addition to our core contract for advice information and guidance from Harrow Council, we secured additional funding to support bespoke projects which targeted some of the most vulnerable communities in Harrow. This included:

- Delivered a referral only service for Central Northwest London Hospital mental health services to support patients leaving hospital.
- Supporting clients with EUSS applications.
- Supported Harrow Council with regard to administering the Household support fund.
- Deliver a help to claim service and supported numerous clients to make universal credit applications.
- Delivered a Kick-start programme to support young people into work

Macmillan Cancer has approved an application for funding with a financial value of £1.2m over 3 years to provide advice to cancer patients across Harrow, Brent and Ealing.

We have retained a highly skilled and committed workforce and managed to exceed our targets.

The trustee board have continued to provide robust governance and scrutiny. The year under review has been a year of significant challenges both financially and with the surge in demand for our services as the impact of the cost of living takes effect

During the year we relocated to new premises to make way for Harrow Council's regeneration plans for our current site.

REVIEW OF FINANCIAL RESULTS

During the year ended 31st March 2024, Harrow Citizens Advice had total income of £792,047 (2023: £494,632), of which £275,935 (2023: £409,193) (35% - 2023: 83%) represented grants and contracts from Harrow Council. In addition, funding was received from: Macmillan, RCJ Advice for GLA Cost of Living Advice, Citizens Advice for Energy advice and Help to Claim, Trust for London for specialist welfare advice and Cannons High School. After expenditure of £725,898 (2023: £576,694), a surplus of £66,149 (2023: deficit of £82,062) has been added to reserves carried forward.

RESERVES

Harrow Citizens Advice is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. Harrow Citizens Advice maintain a projection of income for at least one year ahead and will ensure that this continues to be derived from as wide a variety of sources possible. Harrow Citizens Advice has taken all necessary steps to ensure that, at no time within this period, would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service. The reasons for holding reserves are outlined in note 14.

RISK ASSESSMENT

Harrow Citizens Advice annually assesses the risks to which it is exposed. The trustees recognise that any major risks to which the charity is exposed needs to be reviewed with systems and controls in place to mitigate those risks.

In addition, Harrow Citizens Advice continually monitors and manages its risks ensuring systems and controls are in place to mitigate its key risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources.

Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

Harrow Citizens Advice takes all reasonable precautions to protect its information assets. These include the use of laptops and memory sticks which are encrypted to the required standards for the use of staff who work at outreach locations or from home. Client and personnel files are stored in locked cabinets and are transported securely between sites.

VOLUNTARY WORK AND EMPLOYEE INVOLVEMENT

The charity receives help and support in the form of voluntary assistance in advising the public. Volunteers contributed approximately 8,277 (2023: 8,504) hours of work to the service during the year. An extensive range of communication and consultative arrangements are in place to help ensure that employees are kept fully involved about developments within the organisation.

**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2024**

**STRUCTURE, GOVERNANCE AND MANAGEMENT
GOING CONCERN**

The trustees are of the view that the charity is able to continue as a going concern. The trustees have considered the possible threat to the company caused by the current economic conditions. Due to the financial strength of the charity and the ongoing commitment and support of its major funders it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03090292 (England and Wales)

Registered Charity number
1060926

Registered office
4 Gayton Road
Harrow
HA1 2FB

Trustees
Ms F A Logan (resigned 11/10/2023)
D J Wood
Ms P H Laloo
S Bose
I Spilka
M J Hemming
Ms T J Chambers
S D Ezekiel

Company Secretary
Ms T Nijjar

Auditors
Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

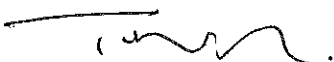
Bankers
HSBC
101- 103 Station Road
Edgware
Middlesex
HA8 7JJ

AUDITORS

The auditors, Parker Cavendish, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees approved by order of the board of trustees, as the company directors, on 16 October 2024 and signed on the board's behalf by:

Ms T Nijjar - Secretary



**Statement of Trustees' Responsibilities
for the Year Ended 31 March 2024**

The trustees (who are also the directors of Harrow Citizens Advice Bureaux Service Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Opinion

We have audited the financial statements of Harrow Citizens Advice Bureaux Service Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureau
Service Limited**

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with the directors and other management, and from our commercial knowledge and experience of the company's activities and our prior knowledge of the company's operations;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charities Act 2011, taxation legislation and data protection, anti-bribery, employment, and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Our responsibilities for the audit of the financial statements (continued)

- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

- we assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and

- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;

- tested journal entries to identify unusual transactions;

- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and

- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;

- reading the minutes of meetings of those charged with governance;

- enquiring of management as to actual and potential litigation and claims; and

- reviewing correspondence with HMRC, and any other applicable correspondence.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

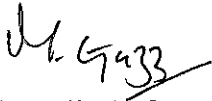
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureau
Service Limited**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



M Gazza (Senior Statutory Auditor)
for and on behalf of Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

16 October 2024

**Harrow Citizens Advice Bureaux
Service Limited**

**Statement of Financial Activities
for the Year Ended 31 March 2024**

	Notes	Unrestricted fund £	Restricted £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	36,566	-	36,566	17,338
Charitable activities	4				
Government & public authority grants		275,935	-	275,935	409,193
Other grants		98,593	375,498	474,091	66,754
Investment income	3	5,455	-	5,455	1,347
Total		<u>416,549</u>	<u>375,498</u>	<u>792,047</u>	<u>494,632</u>
EXPENDITURE ON					
Charitable activities	5				
General Administration & Management		<u>350,400</u>	<u>375,498</u>	<u>725,898</u>	<u>576,694</u>
NET INCOME/(EXPENDITURE)		66,149	-	66,149	(82,062)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>506,411</u>	-	<u>506,411</u>	<u>588,473</u>
TOTAL FUNDS CARRIED FORWARD		<u>572,560</u>	-	<u>572,560</u>	<u>506,411</u>

The notes form part of these financial statements

Harrow Citizens Advice Bureaux
Service Limited

Balance Sheet
31 March 2024

	Notes	Unrestricted fund £	Restricted £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	11	8,374	-	8,374	11,165
CURRENT ASSETS					
Debtors	12	94,790	5,460	100,250	24,157
Cash at bank and in hand		<u>529,271</u>	<u>-</u>	<u>529,271</u>	<u>538,474</u>
		624,061	5,460	629,521	562,631
CREDITORS					
Amounts falling due within one year	13	(59,875)	(5,460)	(65,335)	(67,385)
NET CURRENT ASSETS		<u>564,185</u>	<u>-</u>	<u>564,185</u>	<u>495,246</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>572,559</u>	<u>-</u>	<u>572,560</u>	<u>506,411</u>
NET ASSETS		<u>572,559</u>	<u>-</u>	<u>572,560</u>	<u>506,411</u>
FUNDS	14				
Unrestricted funds				<u>572,560</u>	<u>506,411</u>
TOTAL FUNDS				<u>572,560</u>	<u>506,411</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 16 October 2024 and were signed on its behalf by:



I Spilka - Trustee



D J Wood - Trustee

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Cash Flow Statement
for the Year Ended 31 March 2024**

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(14,658)</u>	<u>(151,566)</u>
Net cash used in operating activities		<u>(14,658)</u>	<u>(151,566)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(4,832)
Interest received		<u>5,455</u>	<u>1,347</u>
Net cash provided by/(used in) investing activities		<u>5,455</u>	<u>(3,485)</u>
Change in cash and cash equivalents in the reporting period		(9,203)	(155,051)
Cash and cash equivalents at the beginning of the reporting period		<u>538,474</u>	<u>693,525</u>
Cash and cash equivalents at the end of the reporting period		<u>529,271</u>	<u>538,474</u>

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET INCOME/(EXPENDITURE) TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024 £	2023 £
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	66,149	(82,062)
Adjustments for:		
Depreciation charges	2,791	3,722
Interest received	(5,455)	(1,347)
(Increase)/decrease in debtors	(76,094)	44,843
Decrease in creditors	<u>(2,049)</u>	<u>(116,722)</u>
Net cash used in operations	<u>(14,658)</u>	<u>(151,566)</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank and in hand	<u>538,474</u>	<u>(9,203)</u>	<u>529,271</u>
	<u>538,474</u>	<u>(9,203)</u>	<u>529,271</u>
Total	<u>538,474</u>	<u>(9,203)</u>	<u>529,271</u>

**Notes to the Financial Statements
for the Year Ended 31 March 2024**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year/period, and also have been consistently applied within the same accounts.

Incoming resources

Grants receivable

(i) Grants Receivable

Grants made to finance the activities of the bureau are credited to the income and expenditure account in the period to which they relate.

(ii) Bank Interest

Bank interest is included in the income and expenditure account on receipt.

(iii) Other Income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they are received.

(iv) Gifts and Intangible Income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

(v) Deferred Income

Grants received in advance of the period in which the funded requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 25% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

The trustees have no concerns regarding the charity's ability to continue as a going concern. The trustees have considered the possible threat to the company caused by the current economic conditions and are confident that due to the financial strength of the charity, and the ongoing commitment and support of its major funders that it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	<u>36,566</u>	<u>17,338</u>

3. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>5,455</u>	<u>1,347</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	2024	2023
	£	£
Government & public authority grants	275,935	409,193
Other grants	<u>474,091</u>	<u>66,754</u>
	<u>750,026</u>	<u>475,947</u>

5. CHARITABLE ACTIVITIES COSTS

	Support costs (see note 6)
	£
General Administration & Management	<u>725,898</u>

6. SUPPORT COSTS

	Management	Governance costs	Totals
	£	£	£
General Administration & Management	<u>703,340</u>	<u>22,558</u>	<u>725,898</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Auditors' remuneration	6,360	3,480
Depreciation - owned assets	<u>2,791</u>	<u>3,722</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

9. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	505,222	435,716
Social security costs	39,815	34,357
Other pension costs	<u>17,221</u>	<u>11,633</u>
	<u>562,258</u>	<u>481,706</u>

The average monthly number of employees during the year was as follows:

	2024	2023
	20	18
Management and administration	<u>20</u>	<u>18</u>

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	17,338	-	17,338
Charitable activities			
Government & public authority grants	409,193	-	409,193
Other grants	7,754	59,000	66,754
Investment income	<u>1,347</u>	<u>-</u>	<u>1,347</u>
Total	<u>435,632</u>	<u>59,000</u>	<u>494,632</u>
EXPENDITURE ON			
Charitable activities			
General Administration & Management	<u>517,694</u>	<u>59,000</u>	<u>576,694</u>
NET INCOME/(EXPENDITURE)	(82,062)	-	(82,062)
RECONCILIATION OF FUNDS			
Total funds brought forward	588,473	-	588,473

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted £	Total funds £
TOTAL FUNDS CARRIED FORWARD	<u>506,411</u>	<u>-</u>	<u>506,411</u>

11. TANGIBLE FIXED ASSETS

		Computer equipment £
COST		
At 1 April 2023 and 31 March 2024		<u>32,354</u>
DEPRECIATION		
At 1 April 2023		21,189
Charge for year		<u>2,791</u>
At 31 March 2024		<u>23,980</u>
NET BOOK VALUE		
At 31 March 2024		<u>8,374</u>
At 31 March 2023		<u>11,165</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Prepayments and accrued income	<u>100,250</u>	<u>24,157</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Social security and other taxes	10,870	9,836
Pension contributions	2,633	2,354
Other creditors	34,430	10,404
Deferred income	<u>17,402</u>	<u>44,791</u>
	<u>65,335</u>	<u>67,385</u>

14. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	506,411	66,149	<u>572,560</u>
TOTAL FUNDS	<u>506,411</u>	<u>66,149</u>	<u>572,560</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	416,549	(350,400)	66,149
Restricted funds			
Restricted reserves	375,498	(375,498)	-
TOTAL FUNDS	<u>792,047</u>	<u>(725,898)</u>	<u>66,149</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	588,473	(82,062)	506,411
TOTAL FUNDS	<u>588,473</u>	<u>(82,062)</u>	<u>506,411</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	435,632	(517,694)	(82,062)
Restricted funds			
Restricted reserves	59,000	(59,000)	-
TOTAL FUNDS	<u>494,632</u>	<u>(576,694)</u>	<u>(82,062)</u>

Restricted Reserves

There are no restricted funds in the current year or in the previous year.

Unrestricted Reserves

Included in unrestricted reserves are the following amounts that have been designated by the directors:

1. 4 months operating expenses to meet unexpected events such as a significant loss of funding;
2. £100,000 to cover insufficient core funding so that the charity can continue to maintain services for which it does not have funding and also for possible redundancies in the event of losing core funding;
3. £100,000 for essential expenditure, for example IT and premises, needed to maintain operating capacity.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

**Harrow Citizens Advice Bureaux
Service Limited**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2024**

	2024 £	2023 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	36,566	17,338
Investment income		
Deposit account interest	5,455	1,347
Charitable activities		
Government & public authority grants	275,935	409,193
Other grants	<u>474,091</u>	<u>66,754</u>
	<u>750,026</u>	<u>475,947</u>
Total incoming resources	792,047	494,632
EXPENDITURE		
Support costs		
Management		
Wages	505,222	435,716
Social security	39,815	34,357
Pensions	17,221	11,633
Rent & rates	41,347	15,265
Insurance	2,862	2,362
Telephone	12,898	12,134
Postage and stationery	3,570	1,784
Subscriptions	8,933	7,761
Sundries	34,499	15,126
Computer and software	5,652	13,825
Repairs & renewals	24,139	1,473
Travel & staff training	4,391	2,582
Depreciation of tangible and heritage assets	<u>2,791</u>	<u>3,722</u>
	703,340	557,740
Governance costs		
Auditors' remuneration	6,360	3,480
Accountancy and legal fees	<u>16,198</u>	<u>15,474</u>
	<u>22,558</u>	<u>18,954</u>
Total resources expended	725,898	576,694
Net income/(expenditure)	<u>66,149</u>	<u>(82,062)</u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 03090292 (England and Wales)
REGISTERED CHARITY NUMBER: 1060926

**Report of the Trustees and
Audited Financial Statements
for the Year Ended 31 March 2023
for
Harrow Citizens Advice Bureaux
Service Limited**

Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

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for the Year Ended 31 March 2023**

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**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2023**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**STRUCTURE, GOVERNANCE AND MANAGEMENT
STATUS AND ADMINISTRATION**

The registered name of the charity is Harrow Citizens Advice Bureaux Services Limited and is also known as and referred to as Harrow Citizens Advice.

Harrow Citizens Advice is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2023 the company had eight members (2022: 6) of the Management Board. Harrow Citizens Advice is governed by its Articles of Association as approved on 12th October 2022.

INVESTMENT POWERS

As required in its Articles, paragraph 3, in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

OBJECTS AND ACTIVITIES FOR THE PUBLIC BENEFIT

The charity's objects are to promote any charitable purpose for the benefit of the community in the area of the Borough of Harrow and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The principal activity of Harrow Citizens Advice is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public, ensuring that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. Harrow Citizens Advice aims to exercise a responsible influence on the development of social policies and services.

ORGANISATIONAL STRUCTURE

Harrow Citizens Advice is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. These policies are implemented by the trustees who carry the ultimate responsibility for the conduct of Harrow Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day to day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Harrow Citizens Advice is a member of The National Association of Citizens Advice Bureau (Citizens Advice) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

The Bureaux is also actively involved in partnership working with other voluntary, statutory and private sector service providers.

**Report of the Trustees
for the Year Ended 31 March 2023**

**STRUCTURE, GOVERNANCE AND MANAGEMENT
REVIEW OF ACTIVITIES AND FUTURE DEVELOPMENT**

Citizens Advice Harrow is a successful organisation delivering high quality services in response to the needs of the local community. Recent key achievements included -

- * The continuation of a seamless advice and information service across a diverse range of digital platforms.
 - * We had 23,434 contacts (2022: 22,383) with clients in the last year, helping them deal with 15,877 issues (2022: 17,135).
- In addition to our core contract for advice information and guidance from Harrow Council we secured funding to support bespoke projects to target some of the most vulnerable communities in Harrow i.e.
- * To deliver a referral only service for Central North West London Hospital mental health services to support patients leaving hospital
 - * Continue supporting clients with EUSS applications.
 - * Supported Harrow council to administer the Household support fund
 - * We continued to deliver the help to claim service and supported numerous clients to make universal credit applications.
 - * Deliver a Kick-start programme to support young people into work"
- "Macmillan Cancer has approved an application for funding with a financial value of £1.2m over 3 years to provide advice to cancer patients across Harrow, Brent and Ealing."

We have retained a highly skilled and committed workforce and managed to exceed our targets, plus achieve an overall green rating in our three year leadership audit. The trustee board have continued to provide robust governance and scrutiny.

We are aware that 2023/2024 will be a year of significant challenges both financially and with the surge in demand for our services as the impact of the cost of living takes effect. We will continue to provide a high-level service of advice and information to the residents of Harrow and deliver on our strategic priorities for year.

We will try our best to retain and increase our funding and partnerships. We will actively increase our trustee membership and increase our pool of volunteers. We will continue to consolidate and build on our achievement in respect of equity and diversity. With the support of Harrow Council, we will endeavour to minimise the impact on our service delivery as we relocate to interim and new premises to make way for Harrow Councils regeneration plans for our current site.

REVIEW OF FINANCIAL RESULTS

During the year ended 31st March 2023, Harrow Citizens Advice had total income of £494,632 (2022: £580,762), of which £409,193 (2021: £327,930) (83% -2022: 57%) represented grants and contracts from Harrow Council. In addition, funding was received from: RCJ Advice for GLA Cost of Living Advice, Citizens Advice for Energy advice and Help to Claim, Trust for London for specialist welfare advice and Cannons High School. After expenditure of £576,694 (2022: £507,967) a deficit of £82,062 (2022: surplus of £72,795) has been deducted from reserves carried forward.

RESERVES

Harrow Citizens Advice is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Bureaux will maintain a projection of income for at least one year ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service. The reasons for holding reserves are outlined in note 14.

RISK ASSESSMENT

Harrow Citizens Advice has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Harrow Citizens Advice is continually monitoring and managing its risks, reviewing the corporate register and ensuring action plans are in place to mitigate its key risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity. Harrow Citizens Advice has adopted the recommended Citizens Advice Information Assurance policy and takes all reasonable precautions to protect its information assets. These include the use of laptops and memory sticks which are encrypted to the required standards for the use of staff who work at outreach locations outside the bureau. Client and personnel files are stored in locked cabinets and are transported securely between sites. Information assurance is contained in the Chief Executives report to the Trustees at each committee meeting.

**Report of the Trustees
for the Year Ended 31 March 2023**

**STRUCTURE, GOVERNANCE AND MANAGEMENT
VOLUNTARY WORK AND EMPLOYEE INVOLVEMENT**

The charity receives help and support in the form of voluntary assistance in advising the public. Volunteers contributed approximately 8,504 hours of work to the service during the year.

An extensive range of communication and consultative arrangements are in place to help ensure that employees are kept fully involved about developments within the organisation.

GOING CONCERN

The trustees have no concerns regarding the charity's ability to continue as a going concern. The trustees have considered the possible threat to the company caused by current economic conditions and are confident that due to the financial strength of the charity, and the ongoing commitment and support of its major funders that it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03090292 (England and Wales)

Registered Charity number
1060926

Registered office
4 Gayton Road
Harrow
HA1 2FB

Trustees
Ms F A Logan
D J Wood
Ms P H Laloo
S Bose
I Spilka
M J Hemming
Ms T J Chambers (appointed 3.8.22)
S D Ezekiel (appointed 14.3.23)

Company Secretary
Ms T Nijjar

Auditors
Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

Bankers
HSBC
101- 103 Station Road
Edgware
Middlesex
HA8 7JJ

**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2023**

AUDITORS

The auditors, Parker Cavendish, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, report, approved by order of the board of trustees, as the company directors, on 11 October 2023
and signed on the board's behalf by:



.....
Ms T Nijjar - Secretary

**Statement of Trustees' Responsibilities
for the Year Ended 31 March 2023**

The trustees (who are also the directors of Harrow Citizens Advice Bureaux Service Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Opinion

We have audited the financial statements of Harrow Citizens Advice Bureaux Service Limited (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the 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.

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with the directors and other management, and from our commercial knowledge and experience of the company's activities and our prior knowledge of the company's operations;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and

Our responsibilities for the audit of the financial statements (continued)

- Identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.
- we assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:
 - making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
 - considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, and any other applicable correspondence.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

M Gazza (Senior Statutory Auditor)
for and on behalf of Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

Date:

**Harrow Citizens Advice Bureaux
Service Limited**

**Statement of Financial Activities
for the Year Ended 31 March 2023**

	Notes	Unrestricted fund £	Restricted £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	17,338	-	17,338	9,503
Charitable activities	4				
Government & public authority grants		409,193	-	409,193	327,930
Charitable trusts		-	-	-	10,000
Other grants		7,754	59,000	66,754	233,293
Investment Income	3	1,347	-	1,347	36
Total		<u>435,632</u>	<u>59,000</u>	<u>494,632</u>	<u>580,762</u>
EXPENDITURE ON					
Charitable activities	5				
General Administration & Management		517,694	59,000	576,694	507,967
NET INCOME/(EXPENDITURE)		(82,062)	-	(82,062)	72,795
RECONCILIATION OF FUNDS					
Total funds brought forward		588,473	-	588,473	515,678
TOTAL FUNDS CARRIED FORWARD		<u>506,411</u>	<u>-</u>	<u>506,411</u>	<u>588,473</u>

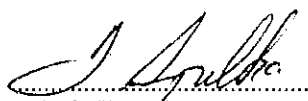
The notes form part of these financial statements

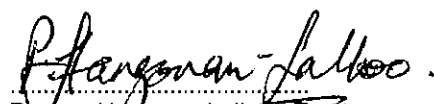
**Harrow Citizens Advice Bureaux
Service Limited**

**Balance Sheet
31 March 2023**

	Notes	Unrestricted fund £	Restricted £	2023 Total funds £	2022 Total funds £
FIXED ASSETS					
Tangible assets	11	11,165	-	11,165	10,055
CURRENT ASSETS					
Debtors	12	157	24,000	24,157	69,000
Cash at bank and In hand		<u>538,474</u>	<u>-</u>	<u>538,474</u>	<u>693,525</u>
		538,631	24,000	562,631	762,525
CREDITORS					
Amounts falling due within one year	13	<u>(43,385)</u>	<u>(24,000)</u>	<u>(67,385)</u>	<u>(184,107)</u>
NET CURRENT ASSETS		<u>495,246</u>	<u>-</u>	<u>495,246</u>	<u>578,418</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>506,411</u>	<u>-</u>	<u>506,411</u>	<u>588,473</u>
NET ASSETS		<u>506,411</u>	<u>-</u>	<u>506,411</u>	<u>588,473</u>
FUNDS	14				
Unrestricted funds				<u>506,411</u>	<u>588,473</u>
TOTAL FUNDS				<u>506,411</u>	<u>588,473</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 11 October 2023 and were signed on its behalf by:


Irwin Spilka - Trustee


Pushpa Hargovan Lalloo - Trustee

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Cash Flow Statement
for the Year Ended 31 March 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>(151,566)</u>	<u>187,167</u>
Net cash (used in)/provided by operating activities		<u>(151,566)</u>	<u>187,167</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(4,832)	(4,541)
Interest received		<u>1,347</u>	<u>37</u>
Net cash used in Investing activities		<u>(3,485)</u>	<u>(4,505)</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>693,525</u>	<u>510,863</u>
Cash and cash equivalents at the end of the reporting period		<u><u>538,474</u></u>	<u><u>693,525</u></u>

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2023

1. RECONCILIATION OF NET (EXPENDITURE)/INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net (expenditure)/Income for the reporting period (as per the Statement of Financial Activities)	(82,062)	72,795
Adjustments for:		
Depreciation charges	3,722	3,351
Interest received	(1,347)	(36)
Decrease/(increase) in debtors	44,843	(12,184)
(Decrease)/increase in creditors	(116,722)	123,241
Net cash (used in)/provided by operations	<u>(151,566)</u>	<u>187,167</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank and in hand	<u>693,525</u>	<u>(155,051)</u>	<u>538,474</u>
	<u>693,525</u>	<u>(155,051)</u>	<u>538,474</u>
Total	<u>693,525</u>	<u>(155,051)</u>	<u>538,474</u>

**Notes to the Financial Statements
for the Year Ended 31 March 2023**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year/period, and also have been consistently applied within the same accounts.

Incoming resources

Grants receivable

(i) Grants Receivable

Grants made to finance the activities of the bureau are credited to the income and expenditure account in the period to which they relate.

(ii) Bank Interest

Bank interest is included in the income and expenditure account on receipt.

(iii) Other Income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they are received.

(iv) Gifts and Intangible Income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

(v) Deferred Income

Grants received in advance of the period in which the funded requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 25% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

The trustees have no concerns regarding the charity's ability to continue as a going concern. The trustees have considered the possible threat to the company caused by the current economic conditions and are confident that due to the financial strength of the charity, and the ongoing commitment and support of its major funders that it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

2. DONATIONS AND LEGACIES

	2023 £	2022 £
Donations	<u>17,338</u>	<u>9,503</u>
	<u>17,338</u>	<u>9,503</u>

3. INVESTMENT INCOME

	2023 £	2022 £
Deposit account interest	<u>1,347</u>	<u>36</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2023 £	2022 £
Government & public authority grants	Government & public authority grants	409,193	327,930
Charitable Trusts	Charitable trusts	-	10,000
Other grants	Other grants	<u>66,754</u>	<u>233,293</u>
		<u>475,947</u>	<u>571,223</u>

5. CHARITABLE ACTIVITIES COSTS

	Support costs (see note 6) £
General Administration & Management	<u>576,694</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

6. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Administration & Management	<u>557,740</u>	<u>18,954</u>	<u>576,694</u>

7. NET INCOME/(EXPENDITURE)

Net Income/(expenditure) is stated after charging/(crediting):

	2023 £	2022 £
Auditors' remuneration	3,480	3,150
Depreciation - owned assets	<u>3,722</u>	<u>3,351</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

9. STAFF COSTS

	2023 £	2022 £
Wages and salaries	435,716	391,795
Social security costs	34,357	28,267
Other pension costs	<u>11,633</u>	<u>7,454</u>
	<u>481,706</u>	<u>427,516</u>

The average monthly number of employees during the year was as follows:

	2023 <u>18</u>	2022 <u>18</u>
Management and administration		

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	9,503	-	9,503
Charitable activities			
Government & public authority grants	327,930	-	327,930
Charitable trusts	-	10,000	10,000
Other grants	43,331	189,962	233,293
Investment income	<u>36</u>	<u>-</u>	<u>36</u>
Total	<u>380,800</u>	<u>199,962</u>	<u>580,762</u>
EXPENDITURE ON			
Charitable activities			
General Administration & Management	308,005	199,962	507,967

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted £	Total funds £
NET INCOME	72,795	-	72,795
RECONCILIATION OF FUNDS			
Total funds brought forward	515,678	-	515,678
TOTAL FUNDS CARRIED FORWARD	<u>588,473</u>	<u>-</u>	<u>588,473</u>

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2022	27,522
Additions	<u>4,832</u>
At 31 March 2023	<u>32,354</u>
DEPRECIATION	
At 1 April 2022	17,467
Charge for year	<u>3,722</u>
At 31 March 2023	<u>21,189</u>
NET BOOK VALUE	
At 31 March 2023	<u>11,165</u>
At 31 March 2022	<u>10,055</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Prepayments and accrued income	<u>24,157</u>	<u>69,000</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Social security and other taxes	9,836	8,404
Pension contributions	2,353	1,474
Other creditors	10,405	10,270
Deferred income	<u>44,791</u>	<u>163,959</u>
	<u>67,385</u>	<u>184,107</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

14. MOVEMENT IN FUNDS

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	588,473	(82,062)	506,411
TOTAL FUNDS	<u>588,473</u>	<u>(82,062)</u>	<u>506,411</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	435,632	(517,694)	(82,062)
Restricted funds			
Restricted reserves	59,000	(59,000)	-
TOTAL FUNDS	<u>494,632</u>	<u>(576,694)</u>	<u>(82,062)</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	515,678	72,795	588,473
TOTAL FUNDS	<u>515,678</u>	<u>72,795</u>	<u>588,473</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	380,800	(308,005)	72,795
Restricted funds			
Restricted reserves	199,962	(199,962)	-
TOTAL FUNDS	<u>580,762</u>	<u>(507,967)</u>	<u>72,795</u>

Restricted Reserves

There are no restricted funds in the current year or in the previous year.

Unrestricted Reserves

Included in unrestricted funds is a designated amount of £280,000 which has been designated by the directors for the purpose of covering future running costs (£230,000) and staff redundancy costs (£50,000) in the event of the company having to cease operations.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2023**

	2023 £	2022 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	<u>17,338</u>	<u>9,503</u>
	17,338	9,502
Investment income		
Deposit account interest	1,347	36
Charitable activities		
Government & public authority grants	409,193	327,930
Charitable Trusts	-	10,000
Other grants	<u>66,754</u>	<u>233,293</u>
	<u>475,947</u>	<u>571,223</u>
Total Incoming resources	494,632	580,762
EXPENDITURE		
Support costs		
Management		
Wages	435,716	391,795
Social security	34,357	28,267
Pensions	11,633	7,454
Rent & rates	15,265	18,611
Insurance	2,362	2,334
Telephone	12,134	10,888
Postage and stationery	1,784	1,674
Subscriptions	7,761	9,002
Sundries	15,126	8,868
Computer and software	13,825	4,294
Repairs & renewals	1,473	602
Travel & staff training	2,582	4,020
Depreciation of tangible assets	<u>3,722</u>	<u>3,351</u>
	557,740	491,160
Governance costs		
Auditors' remuneration	3,480	3,150
Accountancy and legal fees	<u>15,474</u>	<u>13,657</u>
	<u>18,954</u>	<u>16,807</u>
Total resources expended	576,694	507,967
Net (expenditure)/Income	<u>(82,062)</u>	<u>72,795</u>

Accounts

REGISTERED COMPANY NUMBER: 03090292 (England and Wales)
REGISTERED CHARITY NUMBER: 1060926

**Report of the Trustees and
Audited Financial Statements
for the Year Ended 31 March 2022
for
Harrow Citizens Advice Bureaux
Service Limited**

CHARITY COMMISSION
FIRST CONTACT

24 OCT 2022

ACCOUNTS
RECEIVED

Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

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for the Year Ended 31 March 2022**

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**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2022**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

STATUS AND ADMINISTRATION

The registered name of the charity is Harrow Citizens Advice Bureaux Services Limited and is also known as and referred to as Harrow Citizens Advice.

Harrow Citizens Advice is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2022 the company had eleven members (2021: 11) of the Management Board. Harrow Citizens Advice is governed by its Articles of Association as approved on 26th October 2016.

INVESTMENT POWERS

As required in its Articles, paragraph 3, in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

OBJECTS AND ACTIVITIES FOR THE PUBLIC BENEFIT

The charity's objects are to promote any charitable purpose for the benefit of the community in the area of the Borough of Harrow and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The principal activity of Harrow Citizens Advice is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public, ensuring that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. Harrow Citizens Advice aims to exercise a responsible influence on the development of social policies and services.

ORGANISATIONAL STRUCTURE

Harrow Citizens Advice is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. These policies are implemented by the trustees who carry the ultimate responsibility for the conduct of Harrow Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day to day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Harrow Citizens Advice is a member of The National Association of Citizens Advice Bureau (Citizens Advice) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

The Bureaux is also actively involved in partnership working with other voluntary, statutory and private sector service providers.

REVIEW OF ACTIVITIES AND FUTURE DEVELOPMENT

Citizens Advice Harrow is a successful organisation delivering high quality services in response to the needs of the local community. Recent key achievements included –

- The continuation of a seamless advice and information service across a diverse range of digital platforms.
- We had 22,383 contacts (2021: 20,313) with clients in the last year, helping them deal with 17,135 issues (2021: 20,000).

**Report of the Trustees
for the Year Ended 31 March 2022**

REVIEW OF ACTIVITIES AND FUTURE DEVELOPMENT (continued)

In addition to our core contract for advice information and guidance from Harrow Council we secured funding to support bespoke projects to target some of the most vulnerable communities in Harrow i.e.

- To deliver a referral only service for Central North West London Hospital mental health services to support patients leaving hospital
- Continue supporting clients with EUSS applications.
- Supported Harrow council to administer the Household support fund
- We continued to deliver the help to claim service and supported numerous clients to make universal credit applications.
- Deliver a Kick-start programme to support young people into work.

Against all adversity coming out of Covid, we have retained a highly skilled and committed workforce and managed to exceed our targets, plus achieve an overall green rating in our three year leadership audit. The trustee board have continued to provide robust governance and scrutiny.

We are aware that 2022/2023 will be a year of significant challenges both financially and with the surge in demand for our services as the impact of the pandemic and cost of living takes effect. We will continue to provide a high-level service of advice and information to the residents of Harrow and deliver on our strategic priorities for year.

We will try our best to retain and increase our funding and partnerships. We will actively increase our trustee membership and increase our pool of volunteers. We will continue to consolidate and build on our achievement in respect of equity and diversity. With the support of Harrow Council, we will endeavour to minimise the impact on our service delivery as we relocate to interim and new premises to make way for Harrow Councils regeneration plans for our current site.

REVIEW OF FINANCIAL RESULTS

During the year ended 31st March 2022, Harrow Citizens Advice had total income of £580,762 (2021: £551,090), of which £327,930 (2021:£291,000) 2022:57% (2021: 53%) represented grants and contracts from Harrow Council. In addition, funding was received from: Henry Smith Foundation for General Advice: Citizens Advice for Energy advice and Help to Claim, Trust for London for specialist welfare advice, Catalyst Housing for debt advice, and Cannons High School. After expenditure of £507,967 (2021: £480,794) a surplus of £72,795 (2021: £70,296) has been added to reserves carried forward.

RESERVES

Harrow Citizens Advice is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Bureaux will maintain a projection of income for at least one year ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service. The reasons for holding reserves are outlined in note 14.

RISK ASSESSMENT

Harrow Citizens Advice has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Harrow Citizens Advice is continually monitoring and managing its risks, reviewing the corporate register and ensuring action plans are in place to mitigate its key risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity. Harrow Citizens Advice has adopted the recommended Citizens Advice Information Assurance policy and takes all reasonable precautions to protect its information assets. These include the use of laptops and memory sticks which are encrypted to the required standards for the use of staff who work at outreach locations outside the bureau. Client and personnel files are stored in locked cabinets and are transported securely between sites. Information assurance is contained in the Chief Executives report to the Trustees at each committee meeting.

**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

VOLUNTARY WORK AND EMPLOYEE INVOLVEMENT

The charity receives help and support in the form of voluntary assistance in advising the public. Volunteers contributed approximately 5,828 hours of work to the service during the year.

An extensive range of communication and consultative arrangements are in place to help ensure that employees are kept fully involved about developments within the organisation.

GOING CONCERN

The trustees have no concerns regarding the charity's ability to continue as a going concern. The trustees are confident that due to the financial strength of the charity, and the ongoing commitment and support of its major funders that it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03090292 (England and Wales)

Registered Charity number

1060926

Registered office

Civic 6
Civic Centre
Station Road
Harrow
Middlesex
HA1 2XY

Trustees

Ms F A Logan
Miss P M Lyne (resigned 13.10.21)
D J Wood
Ms P H Laloo
S Bose
I Spilka
M J Hemming

Company Secretary

Ms T Nijjar

**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2022**

REFERENCE AND ADMINISTRATIVE DETAILS (continued)

Auditors

Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

Bankers

HSBC
101- 103 Station Road
Edgware
Middlesex
HA8 7JJ

AUDITORS

The auditors, Parker Cavendish, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, approved by order of the board of trustees, as the company directors, on 12 October 2022 and signed on the board's behalf by:



Ms T Nijjar - Secretary

**Harrow Citizens Advice Bureaux
Service Limited**

**Statement of Trustees' Responsibilities
for the Year Ended 31 March 2022**

The trustees (who are also the directors of Harrow Citizens Advice Bureaux Service Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Opinion

We have audited the financial statements of Harrow Citizens Advice Bureaux Service Limited (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, 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.

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with the directors and other management, and from our commercial knowledge and experience of the company's activities and our prior knowledge of the company's operations;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Our responsibilities for the audit of the financial statements (continued)

- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

- we assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and

- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;

- tested journal entries to identify unusual transactions;

- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and

- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;

- reading the minutes of meetings of those charged with governance;

- enquiring of management as to actual and potential litigation and claims; and

- reviewing correspondence with HMRC, and any other applicable correspondence.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Marco Gazza (Senior Statutory Auditor)

for and on behalf of Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

12 October 2022

**Harrow Citizens Advice Bureaux
Service Limited**

**Statement of Financial Activities
for the Year Ended 31 March 2022**

	Notes	Unrestricted fund £	Restricted £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	9,503	-	9,503	8,385
Charitable activities	4				
Government & public authority grants		327,930	-	327,930	309,586
Charitable trusts		-	10,000	10,000	24,950
Other grants		43,331	189,962	233,293	207,976
Investment income	3	36	-	36	193
Total		380,800	199,962	580,762	551,090
EXPENDITURE ON					
Charitable activities	5				
General Administration & Management		308,005	199,962	507,967	480,794
NET INCOME		72,795	-	72,795	70,296
RECONCILIATION OF FUNDS					
Total funds brought forward		515,678	-	515,678	445,382
TOTAL FUNDS CARRIED FORWARD		<u>588,473</u>	<u>-</u>	<u>588,473</u>	<u>515,678</u>

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Balance Sheet
31 March 2022**

	Notes	Unrestricted fund £	Restricted £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	11	10,055	-	10,055	8,865
CURRENT ASSETS					
Debtors	12	54,000	15,000	69,000	56,816
Cash at bank and in hand		<u>693,525</u>	<u>-</u>	<u>693,525</u>	<u>510,863</u>
		747,525	15,000	762,525	567,679
CREDITORS					
Amounts falling due within one year	13	(169,107)	(15,000)	(184,107)	(60,866)
NET CURRENT ASSETS		<u>578,418</u>	<u>-</u>	<u>578,418</u>	<u>506,813</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>588,473</u>	<u>-</u>	<u>588,473</u>	<u>515,678</u>
NET ASSETS		<u>588,473</u>	<u>-</u>	<u>588,473</u>	<u>515,678</u>
FUNDS	14				
Unrestricted funds				<u>588,473</u>	<u>515,678</u>
TOTAL FUNDS				<u>588,473</u>	<u>515,678</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 12 October 2022 and were signed on its behalf by:


F A Logan - Trustee


D J Wood - Trustee

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Cash Flow Statement
for the Year Ended 31 March 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>187,167</u>	<u>93,306</u>
Net cash provided by operating activities		<u>187,167</u>	<u>93,306</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(4,541)	(5,000)
Interest received		<u>36</u>	<u>193</u>
Net cash used in investing activities		<u>(4,505)</u>	<u>(4,807)</u>
Change in cash and cash equivalents in the reporting period		182,662	88,499
Cash and cash equivalents at the beginning of the reporting period		<u>510,863</u>	<u>422,364</u>
Cash and cash equivalents at the end of the reporting period		<u>693,525</u>	<u>510,863</u>

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2022**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022	2021
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	72,795	70,296
Adjustments for:		
Depreciation charges	3,351	2,955
Interest received	(36)	(193)
Increase in debtors	(12,184)	(2,816)
Increase in creditors	<u>123,241</u>	<u>23,064</u>
Net cash provided by operations	<u>187,167</u>	<u>93,306</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21	Cash flow	At 31.3.22
	£	£	£
Net cash			
Cash at bank and in hand	<u>510,863</u>	<u>182,662</u>	<u>693,525</u>
	<u>510,863</u>	<u>182,662</u>	<u>693,525</u>
Total	<u>510,863</u>	<u>182,662</u>	<u>693,525</u>

The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31 March 2022**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year/period, and also have been consistently applied within the same accounts.

Incoming resources

Grants receivable

(i) Grants Receivable

Grants made to finance the activities of the bureau are credited to the income and expenditure account in the period to which they relate.

(ii) Bank Interest

Bank interest is included in the income and expenditure account on receipt.

(iii) Other Income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they are received.

(iv) Gifts and Intangible Income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

(v) Deferred Income

Grants received in advance of the period in which the funded requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 25% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

1. ACCOUNTING POLICIES - continued

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

The trustees have no concerns regarding the charity's ability to continue as a going concern. The trustees are confident that due to the financial strength of the charity, and the ongoing commitment and support of its major funders that it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Donations	<u>9,503</u>	<u>8,385</u>

3. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>36</u>	<u>193</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	2022	2021
		£	£
Government & public authority grants	Government & public authority grants	327,930	309,586
Charitable Trusts	Charitable trusts	10,000	24,950
Other grants	Other grants	<u>233,293</u>	<u>207,976</u>
		<u>571,223</u>	<u>542,512</u>

5. CHARITABLE ACTIVITIES COSTS

	Support costs (see note 6)
	£
General Administration & Management	<u>507,967</u>

6. SUPPORT COSTS

	Management	Governance costs	Totals
	£	£	£
General Administration & Management	<u>491,160</u>	<u>16,807</u>	<u>507,967</u>

**Harrow Citizens Advice Bureaux
Service Limited**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Auditors' remuneration	3,150	2,820
Depreciation - owned assets	<u>3,351</u>	<u>2,955</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	391,795	374,426
Social security costs	28,267	26,972
Other pension costs	<u>7,454</u>	<u>7,159</u>
	<u>427,516</u>	<u>408,557</u>

The average monthly number of employees during the year was as follows:

	2022	2021
	18	18
Management and administration	<u>18</u>	<u>18</u>

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	8,385	-	8,385
Charitable activities			
Government & public authority grants	291,000	18,586	309,586
Charitable trusts	-	24,950	24,950
Other grants	17,327	190,649	207,976
Investment income	<u>193</u>	<u>-</u>	<u>193</u>
Total	316,905	234,185	551,090
EXPENDITURE ON			
Charitable activities			
General Administration & Management	246,609	234,185	480,794
NET INCOME	70,296	-	70,296

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted £	Total funds £
RECONCILIATION OF FUNDS			
Total funds brought forward	445,382	-	445,382
TOTAL FUNDS CARRIED FORWARD	<u>515,678</u>	<u>-</u>	<u>515,678</u>

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2021	22,981
Additions	<u>4,541</u>
At 31 March 2022	<u>27,522</u>
DEPRECIATION	
At 1 April 2021	14,116
Charge for year	<u>3,351</u>
At 31 March 2022	<u>17,467</u>
NET BOOK VALUE	
At 31 March 2022	<u>10,055</u>
At 31 March 2021	<u>8,865</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Prepayments and accrued income	<u>69,000</u>	<u>56,816</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Social security and other taxes	8,404	8,145
Pension contributions	1,474	1,411
Other creditors	10,270	10,060
Deferred income	<u>163,959</u>	<u>41,250</u>
	<u>184,107</u>	<u>60,866</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

14. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	515,678	72,795	588,473
TOTAL FUNDS	<u>515,678</u>	<u>72,795</u>	<u>588,473</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	380,800	(308,005)	72,795
Restricted funds			
Restricted reserves	199,962	(199,962)	-
TOTAL FUNDS	<u>580,762</u>	<u>(507,967)</u>	<u>72,795</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	445,382	70,296	515,678
TOTAL FUNDS	<u>445,382</u>	<u>70,296</u>	<u>515,678</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	316,905	(246,609)	70,296
Restricted funds			
Restricted reserves	234,185	(234,185)	-
TOTAL FUNDS	<u>551,090</u>	<u>(480,794)</u>	<u>70,296</u>

Restricted Reserves

The restricted reserves relate to the activities of Disability Outreach Projects. The balance of this fund has been transferred to unrestricted reserves during the year.

Unrestricted Reserves

Included in unrestricted funds is a designated amount of £280,000 which has been designated by the directors for the purpose of covering future running costs (£230,000) and staff redundancy costs (£50,000) in the event of the company having to cease operations.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

**Harrow Citizens Advice Bureaux
Service Limited**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2022**

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	9,503	8,385
Investment income		
Deposit account interest	36	193
Charitable activities		
Government & public authority grants	327,930	309,586
Charitable Trusts	10,000	24,950
Other grants	<u>233,293</u>	<u>207,976</u>
	<u>571,223</u>	<u>542,512</u>
Total incoming resources	580,762	551,090
EXPENDITURE		
Support costs		
Management		
Wages	391,795	374,426
Social security	28,267	26,972
Pensions	7,454	7,159
Rent & rates	18,611	21,281
Insurance	2,334	2,045
Telephone	10,888	14,067
Postage and stationery	1,674	1,930
Subscriptions	9,002	6,199
Sundries	8,868	5,460
Computer and software	4,294	4,761
Repairs & renewals	602	2,812
Travel & staff training	4,020	261
Depreciation of tangible and heritage assets	<u>3,351</u>	<u>2,955</u>
	491,160	470,328
Governance costs		
Auditors' remuneration	3,150	2,820
Accountancy and legal fees	<u>13,657</u>	<u>7,646</u>
	<u>16,807</u>	<u>10,466</u>
Total resources expended	<u>507,967</u>	<u>480,794</u>
Net income	<u>72,795</u>	<u>70,296</u>

This page does not form part of the statutory financial statements

Accounts

REGISTERED COMPANY NUMBER: 03090292 (England and Wales)
REGISTERED CHARITY NUMBER: 1060926

**Report of the Trustees and
Audited Financial Statements
for the Year Ended 31 March 2021
for
Harrow Citizens Advice Bureaux
Service Limited**

CHARITY COMMISSION
FIRST CONTACT

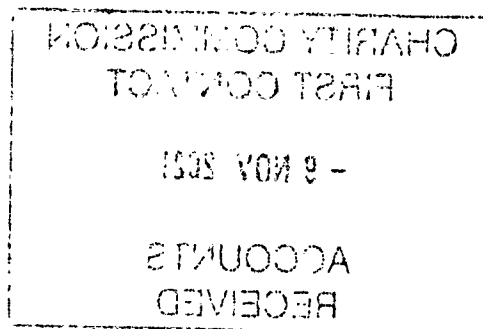
- 9 NOV 2021

ACCOUNTS
RECEIVED

Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

**Contents of the Financial Statements
for the Year Ended 31 March 2021**

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**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2021**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

STRATEGIC REPORT

**STRUCTURE, GOVERNANCE AND MANAGEMENT
STATUS AND ADMINISTRATION**

The registered name of the charity is Harrow Citizens Advice Bureaux Services Limited and is also known as and referred to as Harrow Citizens Advice.

Harrow Citizens Advice is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2021 the company had eleven members (2020: 11) of the Management Board. Harrow Citizens Advice is governed by its Articles of Association as approved on 26th October 2016.

INVESTMENT POWERS

As required in its Articles, paragraph 3, in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

OBJECTS AND ACTIVITIES FOR THE PUBLIC BENEFIT

The charity's objects are to promote any charitable purpose for the benefit of the community in the area of the Borough of Harrow and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The principal activity of Harrow Citizens Advice is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public, ensuring that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. Harrow Citizens Advice aims to exercise a responsible influence on the development of social policies and services.

ORGANISATIONAL STRUCTURE

Harrow Citizens Advice is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. These policies are implemented by the trustees who carry the ultimate responsibility for the conduct of Harrow Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day to day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Harrow Citizens Advice is a member of The National Association of Citizens Advice Bureau (Citizens Advice) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

The Bureaux is also actively involved in partnership working with other voluntary, statutory and private sector service providers.

**Report of the Trustees
for the Year Ended 31 March 2021**

**STRUCTURE, GOVERNANCE AND MANAGEMENT
REVIEW OF ACTIVITIES AND FUTURE DEVELOPMENT**

The key achievements in the year were:

We continued to provide a seamless advice and information service across a range of digital platforms.

In response to local data trends, we secured funding to provide a range of bespoke helpline lines to support the most vulnerable clients. For example, we set up a domestic service helpline. In addition, an isolation and bilingual Tamil helpline was also set up.

We had 20,313 contacts (2020: 13,605) and dealt with 20,000 issues (2020: 21,862)..

In June we set up a digital platform in the main office so that clients who are digitally excluded are still able to access the service.

In 20/21 we continued to deliver the help to claim service and supported numerous clients to make universal credit applications.

We secured funding to deliver a referral only service for central North West London NH.

We have retained a highly skilled and committed workforce.

Against all adversity, we managed to exceed our targets supporting clients with the European settled status application.

The trustee board continued to provide robust governance and scrutiny during the pandemic.

We are aware that 2021/2022 will be a year of significant challenges both financially and with the surge in demand for our services as the impact of the pandemic takes effect.

We will continue to provide a high-level service of advice and information to the residents of Harrow.

We will try our best to retain and increase our funding and partnerships.

We will actively increase our trustee membership and increase our pool of volunteers.

We will continue to consolidate and build on our achievement in respect of equity and diversity.

With the support of Harrow Council, we will endeavour to minimise the impact on our service delivery as we relocate to interim and new premises to make way for Harrow Councils regeneration plans for our current site.

REVIEW OF FINANCIAL RESULTS

During the year ended 31st March 2021, Harrow Citizens Advice had total income of £551,090 (2020: £497,452), of which £291,000 (2020: £216,000) (53% -2020: 43%) represented grants and contracts from Harrow Council. In addition, funding was received from: Henry Smith Foundation for General Advice: Citizens Advice for Energy advice and Help to Claim, The London Community Funds and housing advice, Business Innovation Funding, and Cannons High School. After expenditure of £480,794 (2020: £458,333) a surplus of £70,296 (2020: £39,119) has been added to reserves carried forward.

RESERVES

Harrow Citizens Advice is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Bureaux will maintain a projection of income for at least one year ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service. The reasons for holding reserves are outlined in note 14.

**Report of the Trustees
for the Year Ended 31 March 2021**

**STRUCTURE, GOVERNANCE AND MANAGEMENT
RISK ASSESSMENT**

Harrow Citizens Advice has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Harrow Citizens Advice is continually monitoring and managing its risks, reviewing the corporate register and ensuring action plans are in place to mitigate its key risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity. Harrow Citizens Advice has adopted the recommended Citizens Advice Information Assurance policy and takes all reasonable precautions to protect its information assets. These include the use of laptops and memory sticks which are encrypted to the required standards for the use of staff who work at outreach locations outside the bureau. Client and personnel files are stored in locked cabinets and are transported securely between sites. Information assurance is contained in the Chief Executives report to the Trustees at each committee meeting.

VOLUNTARY WORK AND EMPLOYEE INVOLVEMENT

The charity receives help and support in the form of voluntary assistance in advising the public. Volunteers contributed approximately 5,828 hours of work to the service during the year.

An extensive range of communication and consultative arrangements are in place to help ensure that employees are kept fully involved about developments within the organisation.

GOING CONCERN

The trustees have no concerns regarding the charity's ability to continue as a going concern. The trustees have considered the possible threat to the company caused by the current COVID-19 pandemic and are confident that due to the financial strength of the charity, and the ongoing commitment and support of its major funders that it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03090292 (England and Wales)

Registered Charity number
1060926

Registered office
Civic 9
Civic Centre
Station Road
Harrow
Middlesex
HA1 2XH

Trustees
Ms F A Logan
Miss P M Lyne
D J Wood
Ms P H Laloo
S Bose
I Spilka
M J Hemming

Company Secretary
Ms T Nijjar

**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors

Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

Bankers

HSBC
101- 103 Station Road
Edgware
Middlesex
HA8 7JJ

AUDITORS

The auditors, Parker Cavendish, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 13 October 2021 and signed on the board's behalf by:



Ms T Nijjar - Secretary

**Harrow Citizens Advice Bureaux
Service Limited**

**Statement of Trustees' Responsibilities
for the Year Ended 31 March 2021**

The trustees (who are also the directors of Harrow Citizens Advice Bureaux Service Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- 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 which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are 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 auditors are aware of that information.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Opinion

We have audited the financial statements of Harrow Citizens Advice Bureaux Service Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice bureaux
Service Limited**

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the 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.

Our responsibilities for the audit of the financial statements

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

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:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with the directors and other management, and from our commercial knowledge and experience of the company's activities and our prior knowledge of the company's operations;

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Our responsibilities for the audit of the financial statements (continued)

- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, and health and safety legislation;

- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and

- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

- we assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and

- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, and any other applicable correspondence.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

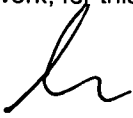
Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



M Gazza (Senior Statutory Auditor)
for and on behalf of Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

13 October 2021

**Harrow Citizens Advice Bureaux
Service Limited**

**Statement of Financial Activities
for the Year Ended 31 March 2021**

	Notes	Unrestricted fund £	Restricted £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	8,384	-	8,384	7,344
Charitable activities	4				
Government & public authority grants		291,000	18,586	309,586	246,909
Charitable trusts		-	24,950	24,950	11,000
Other grants		17,327	190,649	207,976	231,411
Investment income	3	194	-	194	788
Total		316,905	234,185	551,090	497,452
EXPENDITURE ON					
Charitable activities	5				
General Administration & Management		246,609	234,185	480,794	458,333
NET INCOME		70,296	-	70,296	39,119
RECONCILIATION OF FUNDS					
Total funds brought forward		445,382	-	445,382	406,263
TOTAL FUNDS CARRIED FORWARD		<u>515,678</u>	<u>-</u>	<u>515,678</u>	<u>445,382</u>

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Balance Sheet
31 March 2021**

	Notes	Unrestricted fund £	Restricted £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	11	8,865	-	8,865	6,820
CURRENT ASSETS					
Debtors	12	56,816	-	56,816	54,000
Cash at bank and in hand		<u>469,615</u>	<u>41,248</u>	<u>510,863</u>	<u>422,364</u>
		526,431	41,248	567,679	476,364
CREDITORS					
Amounts falling due within one year	13	(19,618)	(41,248)	(60,866)	(37,802)
NET CURRENT ASSETS		<u>506,813</u>	<u>-</u>	<u>506,813</u>	<u>438,562</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>515,678</u>	<u>-</u>	<u>515,678</u>	<u>445,382</u>
NET ASSETS		<u>515,678</u>	<u>-</u>	<u>515,678</u>	<u>445,382</u>
FUNDS	14				
Unrestricted funds				<u>515,678</u>	<u>445,382</u>
TOTAL FUNDS				<u>515,678</u>	<u>445,382</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 13 October 2021 and were signed on its behalf by:


F A Logan - Trustee


D J Wood - Trustee

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Cash Flow Statement
for the Year Ended 31 March 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>93,305</u>	<u>24,029</u>
Net cash provided by operating activities		<u>93,305</u>	<u>24,029</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(5,000)	(5,940)
Interest received		<u>194</u>	<u>788</u>
Net cash used in investing activities		<u>(4,806)</u>	<u>(5,152)</u>
Change in cash and cash equivalents in the reporting period		88,499	18,877
Cash and cash equivalents at the beginning of the reporting period		<u>422,364</u>	<u>403,487</u>
Cash and cash equivalents at the end of the reporting period		<u>510,863</u>	<u>422,364</u>

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

**Notes to the Cash Flow Statement
for the Year Ended 31 March 2021**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	70,296	39,119
Adjustments for:		
Depreciation charges	2,955	2,273
Interest received	(194)	(788)
Increase in debtors	(2,816)	-
Increase/(decrease) in creditors	<u>23,064</u>	<u>(16,575)</u>
Net cash provided by operations	<u>93,305</u>	<u>24,029</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net cash			
Cash at bank and in hand	<u>422,364</u>	<u>88,499</u>	<u>510,863</u>
	<u>422,364</u>	<u>88,499</u>	<u>510,863</u>
Total	<u>422,364</u>	<u>88,499</u>	<u>510,863</u>

The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31 March 2021**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year/period, and also have been consistently applied within the same accounts.

Incoming resources

Grants receivable

(i) Grants Receivable

Grants made to finance the activities of the bureau are credited to the income and expenditure account in the period to which they relate.

(ii) Bank Interest

Bank interest is included in the income and expenditure account on receipt.

(iii) Other Income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they are received.

(iv) Gifts and Intangible Income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

(v) Deferred Income

Grants received in advance of the period in which the funded requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 25% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

1. ACCOUNTING POLICIES - continued

Fund accounting

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Going concern

The trustees have no concerns regarding the charity's ability to continue as a going concern. The trustees have considered the possible threat to the company caused by the current COVID-19 pandemic and are confident that due to the financial strength of the charity, and the ongoing commitment and support of its major funders that it will be able to continue operating for a period exceeding twelve months from the date of signing these financial statements.

2. DONATIONS AND LEGACIES

	2021 £	2020 £
Donations	<u>8,384</u>	<u>7,344</u>

3. INVESTMENT INCOME

	2021 £	2020 £
Deposit account interest	<u>194</u>	<u>788</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	2021 £	2020 £
Government & public authority grants	309,586	246,909
Charitable Trusts	24,950	11,000
Other grants	<u>207,976</u>	<u>231,411</u>
	<u>542,512</u>	<u>489,320</u>

5. CHARITABLE ACTIVITIES COSTS

	Support costs (see note 6) £
General Administration & Management	<u>480,794</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

6. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Administration & Management	<u>470,328</u>	<u>10,466</u>	<u>480,794</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Auditors' remuneration	2,820	2,760
Depreciation - owned assets	<u>2,955</u>	<u>2,273</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

9. STAFF COSTS

	2021 £	2020 £
Wages and salaries	374,426	352,055
Social security costs	26,972	25,836
Other pension costs	<u>7,159</u>	<u>6,661</u>
	<u>408,557</u>	<u>384,552</u>

The average monthly number of employees during the year was as follows:

	2021 <u>18</u>	2020 <u>19</u>
Management and administration		

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	7,344	-	7,344
Charitable activities			
Government & public authority grants	217,500	29,409	246,909
Charitable trusts	11,000	-	11,000
Other grants	86,550	144,861	231,411
Investment income	<u>788</u>	<u>-</u>	<u>788</u>
Total	323,182	174,270	497,452

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted £	Total funds £
EXPENDITURE ON			
Charitable activities			
General Administration & Management	284,063	174,270	458,333
	<u> </u>	<u> </u>	<u> </u>
NET INCOME	39,119	-	39,119
Transfers between funds	<u>81,523</u>	<u>(81,523)</u>	<u>-</u>
Net movement in funds	120,642	(81,523)	39,119
RECONCILIATION OF FUNDS			
Total funds brought forward	324,740	81,523	406,263
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD	<u>445,382</u>	<u>-</u>	<u>445,382</u>

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2020	17,981
Additions	<u>5,000</u>
At 31 March 2021	<u>22,981</u>
DEPRECIATION	
At 1 April 2020	11,161
Charge for year	<u>2,955</u>
At 31 March 2021	<u>14,116</u>
NET BOOK VALUE	
At 31 March 2021	<u>8,865</u>
At 31 March 2020	<u>6,820</u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Prepayments and accrued income	<u>56,816</u>	<u>54,000</u>

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Social security and other taxes	8,145	7,936
Pension contributions	1,411	1,360
Other creditors	10,060	9,920
Deferred income	<u>41,250</u>	<u>18,586</u>
	<u>60,866</u>	<u>37,802</u>

14. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	445,382	70,296	515,678
TOTAL FUNDS	<u>445,382</u>	<u>70,296</u>	<u>515,678</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	316,905	(246,609)	70,296
Restricted funds			
Restricted reserves	234,185	(234,185)	-
TOTAL FUNDS	<u>551,090</u>	<u>(480,794)</u>	<u>70,296</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	324,740	39,119	81,523	445,382
Restricted funds				
Restricted reserves	81,523	-	(81,523)	-
TOTAL FUNDS	<u>406,263</u>	<u>39,119</u>	<u>-</u>	<u>445,382</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

14. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	323,182	(284,063)	39,119
Restricted funds			
Restricted reserves	174,270	(174,270)	-
TOTAL FUNDS	<u>497,452</u>	<u>(458,333)</u>	<u>39,119</u>

Included in unrestricted funds is a designated amount of £180,000 which has been designated by the directors for the purpose of covering future running costs (£130,000) and staff redundancy costs (£50,000) in the event of the company having to cease operations. An additional transfer of £100,000 has been made in the current year, to cover relocation expenses.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

**Harrow Citizens Advice Bureaux
Service Limited**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2021**

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	8,384	7,344
Investment income		
Deposit account interest	194	788
Charitable activities		
Government & public authority grants	309,586	246,909
Charitable Trusts	24,950	11,000
Other grants	<u>207,976</u>	<u>231,411</u>
	<u>542,512</u>	<u>489,320</u>
Total incoming resources	551,090	497,452
EXPENDITURE		
Support costs		
Management		
Wages	374,426	352,055
Social security	26,972	25,836
Pensions	7,159	6,661
Rent & rates	21,281	22,783
Insurance	2,045	513
Telephone	14,067	13,222
Postage and stationery	1,930	3,975
Subscriptions	6,199	7,690
Sundries	5,460	6,599
Computer and software	4,761	2,246
Repairs & renewals	2,812	938
Travel & staff training	261	3,344
Depreciation of tangible and heritage assets	<u>2,955</u>	<u>2,273</u>
	470,328	448,135
Governance costs		
Auditors' remuneration	2,820	2,760
Accountancy and legal fees	<u>7,646</u>	<u>7,438</u>
	<u>10,466</u>	<u>10,198</u>
Total resources expended	480,794	458,333
Net income	<u>70,296</u>	<u>39,119</u>

This page does not form part of the statutory financial statements