BARNET CITIZENS ADVICE BUREAU

England & Wales · Charity number 1065835

Details

Other names	BARNET CITIZENS ADVICE BUREAU SERVICE
Status	Registered
Legal form	Charitable company
Company number	02627909
Registered	1997-11-17
Register	View on the Charity Commission register

Contact

Address	40-44 Church End London NW4 4JT
Phone	03004568365
Email	hub@barnetcab.org.uk
Website	www.barnetcab.org.uk

Activities

Objects: To promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Barnet and surrounding areas.

Activities: TO OFFER FREE, IMPARTIAL, INDEPENDENT AND CONFIDENTIAL ADVICE TO ALL WHO LIVE AND WORK OR STUDY IN BARNET, ENSURING THAT INDIVIDUALS DO NOT SUFFER THROUGH LACK OF KNOWLEDGE OF THEIR RIGHTS AND RESPONSIBILITIES OF THE SERVICES AVAILABLE TO THEM, OR THROUGH INABILITY TO EXPRESS THEIR NEEDS EFFECTIVELY; AND IMPROVE THE POLICIES AND PRACTICES THAT AFFECT PEOPLE'S LIVES.

Classification

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

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Geography

- **Area of benefit:** LONDON BOROUGH OF BARNET AND SURROUNDING AREAS
- Barnet

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,494,912	£1,455,643	£693,659	43
2024-03-31	£1,397,130	£1,341,323	£654,391	41
2023-03-31	£1,144,497	£1,293,491	£598,584	41
2022-03-31	£991,386	£1,038,158	£710,502	32
2021-03-31	£1,148,865	£1,111,542	£757,274	32

Trustees

Name	Role	Appointed
Alison Blair		2023-09-11
DANIELLE DONOUGHER		2025-03-10
Ellis Mandelstam		2023-03-27
Julian Shaw		2023-12-11
Kimberly Ong		2021-03-17
Paul Ouseley		2025-03-10
Wendy Alcock		2023-12-11

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BARNET CITIZENS ADVICE BUREAU

England & Wales - Charity number 1065835

Accounts

Registered Company Number: 02627909 (England & Wales)
Registered Charity No: 1065835

BARNET CITIZENS ADVICE BUREAU

(A charitable company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS

COMPANY NUMBER 02627909 (England & Wales)

CHARITY NUMBER 1065835

General Information

The activities of Barnet Citizens Advice Bureau are carried out by an organisation that is both a Registered Charity (no: 1065835) and a company limited by guarantee (No. 02627909). Both the charity and the company are formally registered as Barnet Citizens Advice Bureau. Citizens Advice Barnet is also part of the national Citizens Advice service through its membership of The National Association of Citizens Advice Bureaux.

The trustees of the charity are also the members of the company limited by guarantee and under the provisions of the Companies Act 2006 are liable to contribute a sum not exceeding £1 each in the event of the winding up of the Company; they are collectively referred to as the Trustees throughout this report.

The organisation's governance rules are set out in the Memorandum and Articles of Association of the company limited by guarantee which reflects the advice of the Charity Commission and conforms to the membership requirements of Citizens Advice.

Trustees act collectively as the Board of Citizens Advice Barnet and assume overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice.

The governance rules provide for a Board of between 4 and 21 persons, but the current Trustees have determined that a number between 10 and 13 provides an optimal size for its work while allowing for orderly succession planning. Trustees serve in a voluntary and unremunerated capacity and are appointed for terms of three years, if willing they can be re-elected for subsequent terms with no limit. Trustees are normally elected by the Annual General Meeting, but the constitution allows the Board to co-opt trustees, providing their number does not exceed one-third of the total. The Board's practice is to use co-option for appointments made between Annual General Meetings and for co-opted trustees to stand for election at the next Annual General Meeting following their appointment. Accordingly, all current Trustees are elected members of the Board.

The Trustees serving during the year and since the year-end were as follows.

Valerie Harrison (Chair)
Kimberly Ong (Vice-Chair)
Julian Shaw (Treasurer)
Ben Ingber (resigned 10/03/2025)
Keri Landau (resigned 09/09/2024)
Alison Blair
Ellis Mandelstam
Rosie Shepherd
Wendy Alcock
Danielle Donougher (appointed 10/03/2025)
Paul Ouseley (appointed 10/03/2025)

The organisation's HR policies are followed for recruitment and induction of trustees and recruitment is by open selection through press advertising and other media. The Board regularly consider succession planning and reviews the skills and experience it needs against those of existing trustees in order to identify gaps that can be filled by future recruitment.

Current Trustees possess an effective mix of skills encompassing professionalism in Personnel, Change Management, Accountancy, and Education. Some members combine their professional backgrounds with extensive experience of voluntary work.

The Company Secretary is appointed by Trustees and may be a paid member of staff. The term of the appointment is for Trustees to decide and the practice is for this to be at the first meeting of the Board following each AGM when other appointments are determined by Trustees.

CHIEF OFFICER	Daniel Bamford
COMPANY SECRETARY	Sheetal Anand
REGISTERED OFFICE	40-44 Church End London NW4 4JT
AUDITORS	Sayer Vincent 110 Golden Lane London EC1Y 0TG
BANKERS	HSBC Bank plc Coventry District Service Centre Harry Western Road Binley Coventry CV3 2TQ

BARNET CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)

Introduction

Citizens Advice Barnet (CAB) exists to help people who live, work or study in the London Borough of Barnet to resolve their problems. We do this through providing free, confidential, impartial and independent advice, information and assistance. We are here for everyone, whatever their advice needs.

2024/25 saw a continued increase in demand for our services, with cost of living pressures the main driver of this, in particular concerning housing costs. This is exacerbated by poor availability of free advice locally, and the closure of several legal aid solicitors' firms drove that unmet demand towards CAB, and meant that many of the issues we helped people with were more complex and took more interactions to advise on.

Our Work

Our core work is delivered through the Community Advice Service (CAS), funded by the London Borough of Barnet and procured by competitive tender. This service provides general information and advice to people who live, work or study in the Borough, and is available through all channels - telephone, face to face and email. During the year we moved towards a more volunteer-focused delivery model for this service, driven in part by impending funding cuts for 2025/26 from London Borough of Barnet, but also to enable us to provide a face to face service in more locations across the borough. We are now delivering regular drop-in advice sessions at libraries and community locations across Barnet. This continues our strategic use of community resources, placing our teams alongside other vital local services so that people can get the right help when and where they need it. We work to support smaller local community organisations by providing 'Advice First Aid', which trains local volunteers to quickly identify advice needs for people they are working with, enabling them to either support or to refer vulnerable people to CAB. This increases the support available to people in Barnet.

We successfully extended and expanded our Help to claim project, funded by the Department for Work and Pension, via national Citizens Advice. This national, phone-based service offers advice and support to people claiming Universal Credit, including providing benefits checks, better-off calculations and tactical advice on approaching this complex welfare benefit. We continued to see heavy demand, as more people find themselves needing to claim Universal Credit, especially those in work, to help make ends meet.

Our Macmillan welfare benefits advice service, funded by Macmillan and supporting people affected by cancer, was expanded and now covers hospital sites in Barnet, Haringey, Enfield and Islington.

An important area of our work is complex casework. While the Community Advice Service is focused on general advice, our other projects aim to fill the gap where Legal Aid is not available but where the most vulnerable people need support to understand their rights and to access justice. This adds a great deal of value to our general advice service as we are able to offer a holistic package of support to our clients. Much of our work in this area would have been available under Legal Aid a decade ago, but due to continued cuts to this provision, we have stepped in to do work which would historically only have been carried out by solicitors. Our work in this sphere has led us to be awarded 'Centre of Excellence' status by the London Legal Support Trust, and it is vital in a Borough like Barnet where access to complex legal advice is in very short supply. We provide expert legal casework and litigation support in Employment, Immigration, Welfare Benefits and Debt. However, the availability of this kind of complex support in Barnet is very limited and is under threat due to funding pressures.

We measure our success in all these services against stringent and targeted monitoring requirements, and more widely against independently audited quality of advice, financial management, and client and workforce satisfaction using the Citizens Advice Performance and Quality Framework.

The People we help, and the Issues we help them with

Over 9,800 individuals received information and advice in the year, (12,000 in 2023/24) and we dealt with over 48,000 individual advice issues (2023/24: 42,300). This shows the complicated nature of people's problems as well as the pressures on our service. By helping the most vulnerable, and those with the most complex problems, we unsurprisingly saw fewer clients. It is extremely rare for someone to come to us now needing advice on just one thing, and on average, each client comes to us with approximately 5 issues (up from 4 last year). We had 23,426 interactions with or on behalf of clients which is (2023/24: 27,038) showing that it is more often than not the case that we need to engage with the people we help multiple times before their problem can be solved. This also illustrates the highly vulnerable situations many of our clients are in and the complexity of their multifaceted needs. We seek to empower people who can address their issues themselves, and 33,845 people accessed advice self-help through our website (2023/24: 43,000).

Citizens Advice Barnet runs a universal core service which is available for everyone who lives, works or studies in the borough. Having said that, there is a clear link between deprivation and the need for advice, and it is notable that most of our clients come from the most deprived wards in Barnet. This is an indication both of the above average need for advice in those areas, but also a reflection of where we have proactively target our partnership work and outreach provision.

Client demographics show little change from the previous year, with no statistically significant differences. However, we did see a continuing increase in the proportion of our clients who say they are disabled or have a long-term health condition, rising to 59% of all people we saw (2023/24: 53%). This shows two things - firstly that people with health problems or disabilities are disproportionately affected by cost of living issues, and secondly that the after-effects of Covid and the systemic collapse of social welfare and social housing support have caused many more people's health to suffer.

66% of all issues we advised on were welfare benefit-related (2023/24: 56%), followed by housing at 9% (2023/24: 12%), debt at 5% (2023/24: 8%) and immigration at 5% (2023/24: 4%). This suggests that income maximisation through in-work benefits as well as out of work benefits is of paramount importance to people in financial crisis.

We generated over £7.8 million of positive financial outcomes for our clients, primarily through successful benefits claims and challenges (2023/24: £7.5 million). This is money that is available to our clients that was not accessed before our advice, and as such represents additional money in the local economy, providing direct benefit to our clients and indirect benefits to wider society.

Working in Partnership

We continued to strengthen our existing relationships within the voluntary, community and faith sector in Barnet, as well as building new partnerships locally and with wider stakeholders. We know that the demand for advice, especially in the highly disrupted society we inhabit, cannot be fully met, so our partnership work rightly focuses on increasing capacity and expertise within the sector, sharing best practice and supporting each other to the ultimate benefit of those who use our services. To this end, we meet regularly with voluntary and statutory sector partners to work together, find synergies and avoid unnecessary duplication of services.

During 2024/25 we have established or continued partnerships with Chipping Barnet food bank, St James Church in New Barnet, St Mary's Church in Finchley, Chipping Barnet Library, Sebby's Corner, and numerous local Citizens Advice offices across London, among others. We have also worked with partners and the wider sector to increase incoming referrals, to help join up the advice sector and simplify our client journey. In 2024/25 we received 1037 incoming referrals for advice from third-party organisations (2023/24: 647), which shows clear and unprecedented demand for our services. We also took over the Support through Court service, based at Finchley Civil Court, after its funding was terminated, and integrated this with our local outreach advice service.

Our People

Our services are delivered by a staff team of 43 people (2023/24: 41), and 69 volunteers supported us over the year (2023/24: 60). Our staff and volunteers are committed professionals who provide unrivalled support to the poorest and most vulnerable residents of Barnet. Volunteers undertake a wide variety of roles, including advisers, assessors, researchers, fundraisers and trustees. All new volunteers complete a comprehensive competency-based training programme that underpins the high quality of advice that the role demands. We continue to support our people as a key strategic priority, and we have introduced much more flexibility to our volunteering programme to cater to the needs of the community. We recruited 35 new volunteers in the year, and volunteer engagement has significantly improved, with volunteers learning faster, interacting more confidently, and enjoying their roles more, thanks to enhanced training, support and engagement efforts.

Financial Review

The SOFA on page 15 shows an increase in income to £1,494,912 compared to the previous year (2024: £1,397,130).

The local authority remains the second largest provider for services.

The reduction in reliance on LBB funding was supported by continued funding for its main projects by Macmillan Cancer Trust, Trust for London, National Citizens Advice, the National Lottery Community Fund (restricted income with project name: Community Organisations Cost of Living Fund), RCJ Advice and Henry Smith Foundation and those funds represented significant percentages of overall income as follows:

Macmillan Cancer: 16% (2024:15%)

Trust for London: 6% (2024: 5%)

Citizens Advice 32% (2024:31%)

The National Lottery Community Fund (restricted income with project name: Community Organisations Cost of Living Fund) 0% (2024:4%)

RCJ Advice 4% (2024: 5%)

Henry Smith Foundation 3% (2024:4%)

City Bridge Foundation 3% (2024: 3%)

Although there was planned investment in increased capacity, CAB continued to monitor and control costs effectively, in line with the increase in income. Expenditure in the financial year ending 31st March 2025 has increased to £1,455,644 compared with £1,341,323 in the previous year.

Of the costs in the year, 86% (2024: 80%) relate to our people and include the costs of recruiting, rewarding and developing our paid staff and training and supporting our volunteers. Management and trustees regularly review the allocation of work among staff and volunteers to identify ways of improving both service quality and cost efficiency. In other areas, our finance and administrative staff keep a close control of costs.

Reserves Policy and Designated Funds

Our free reserves target is set at 18 weeks of operating expenditure, currently £503,876. As our reserves are above the minimum level set in this target (currently £670,995, of which £131,385 is already designated and £539,610 is free), trustees have agreed in principle to invest funds for further development of our services.

- Staff Fund
  A fund to ensure that CAB is able to cover contracted payments to staff such as unfunded salary changes, redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

- IT/Premises Fund
  A fund to provide for the cost of relocating to new premises at the expiry or termination of the current lease, and for the cost of major repairs and maintenance (including IT upgrade costs) for the next 3-5 years

- Service Development Fund
  A fund to allow CAB to develop new projects or areas of work, and to conduct feasibility studies on such ·projects. Funds have been designated to fund additional supervision, communications and marketing support, business development, training support and office administration, which will allow CAB to meet its objectives.

- Restricted reserves
  Funds are restricted by the donor or funder and cannot be used for the general purposes of CAB. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between CAB's financial year and the funding year of the project concerned.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Citizens Advice Barnet is a member of Citizens Advice (the national association of Citizens Advice organisations) which, via its Membership Scheme, provides a framework for all charitable activities that are delivered to service users. Citizens Advice sets defined quality standards for advice and information services, financial and information management and intensively reviews members' organisational performance to ensure these standards are met.

The Board of Trustees has overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice. Trustees are committed to creating an inclusive workplace, to participation by staff and volunteers in the development of the service and provide opportunities for this through the business planning process and the formulation of service priorities and objectives.

The Board meets at least four times a year and in 2024/25 it met on five occasions. The Board delegates certain staff and HR matters to the People and Culture Committee, while financial scrutiny, risk management and development of financial policy and procedures are delegated to the Finance Committee. The minutes and recommendations of all committees are presented and reviewed at full Board meetings. The Board delegates day to day responsibility to the Chief Officer who is required to attend Board meetings and report on operational and financial matters.

The Board seeks to ensure that Trustees are broadly representative of the local community and have the necessary skills and abilities to ensure good governance. Trustees are recruited following Citizens Advice guidance through advertising in local and national media as well as canvassing local Voluntary and Community Sector organisations, with a focus on recruiting those with skills identified as desirable through regular Board skills audits.

Suitable candidates are interviewed by a panel of Trustees and are invited to attend at least one meeting of the Board before being formally appointed.

New Trustees are provided with a comprehensive induction, including observation of service delivery, and provided with relevant governance documentation. Board members are also encouraged to participate in relevant governance training and conferences provided by Citizens Advice and other bodies.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of Trustees expenses and related party transactions are disclosed in the notes to the accounts.

Organisational Management

The Executive Team consists of the Chief Officer, Daniel Bamford, the Head of Advice Services, Nadya Bari, the Head of Business Development, Louise Broadbent, and the Head of People and Central Services, Sheetal Anand.

The Chief Officer meets regularly with the Chair for supervision and to plan the work of the Board. The Chief Officer and Executive Team are responsible for putting into effect the strategies and objectives of the Board as expressed in the Business Plan. The Chief Officer works closely with staff, volunteers and external stakeholders to ensure effective implementation of the Business Plan.

The Trustees have in place arrangements for setting the pay and remuneration of the Executive Team. Remuneration for all staff is reviewed annually, by the Board's People and Culture Committee and as part of the annual budget setting process. External benchmarking is carried out every three years and inflationary increases are considered annually. Any increase is made with regard to affordability for the charity.

RISK MANAGEMENT

The Board carries out risk assessments four times a year through the Finance Committee, and the organisation updates its risk register on an ongoing basis throughout the year. The register is reviewed quarterly by the Finance Committee and the Chief Officer presents a report on emerging risks to each meeting of the Trustees. The Board has assessed the major risks to which the charity is exposed, and these are detailed below with a summary of plans for managing those risks.

- Insufficient new income generated to support service delivery.

  The Executive Team works to identify and apply for new sources of income to enable the organisation to meet its strategic priorities and support service delivery and the trustees receive a report on the number of applications made and their outcome at each meeting. Expenditure is closely monitored, and plans developed to reduce management and overhead costs.

- Loss of key personnel and recruitment and retention of staff

  We have policies and processes in place to recruit and retain suitable staff and volunteers. We ensure training plans are in place and revised annually. Staff and volunteers' annual feedback is reported to Trustees and we strive to increase engagement and satisfaction from staff and volunteers. We have a full internal HR support function now in place and have made sure that wellbeing is at the heart of our People processes, recognising that the work we do is difficult and emotionally draining and doing all we can to mitigate that and provide a rewarding working and volunteering experience.

PUBLIC BENEFIT

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements and are in line with our charitable aims and objectives. Citizens Advice Barnet's main activities are described in the 'our work' section of this report.

FUNDRAISING

Fundraising Statement 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities.

Barnet Citizens Advice Bureau understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not use any internal fundraisers or external agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year (2023/24: none).

The trustees monitor fundraising activities on a regular basis.

PLANS FOR THE FUTURE

In 2024/25 we worked within the strategic objectives specified in our Business and Development Plan. The plan set out the aims and purposes of the organisation and the context in which we work. We have three main objectives:

- We are accessible
- We are sustainable
- We support and develop our people

These objectives remain relevant and are at the heart of our strategic planning and service delivery. We know that demand on advice services continues to grow, and the advice sector as a whole in Barnet is poorly funded, with cuts in effect for most Local Authority commissioned services. However, despite this we are continuing to focus on meeting local needs, including by expanding our community outreach programme so we can more proactively reach the people who need our advice most.

We have already successfully explored new sources of funding, and will continue this, alongside making a concerted effort to raise our public profile and investigate individual and corporate giving, to further support our future sustainability. The funding environment will remain extremely challenging, however, and increased competition for dwindling sources of traditional sector funding (Trusts and Foundations, for example) means that we will continue to face the disconnect between public expectations of what CAB should deliver and what we are able to with limited resources. In particular, we will work to raise awareness that we are an independent local charity for the benefit of local people. Our partnership working will continue, and we will look to share resources without compromising on quality, bringing skills and expertise to the wider sector, enabling community groups and increasing their confidence in advice giving.

We will continue to support our staff and volunteers - we will work to implement and live our organisational values, offer development opportunities and rewarding career paths for our people, while making sure that their wellbeing is effectively supported. We will follow our people strategy, retaining and training high quality staff and volunteers and developing them for the future. This will ensure our continued resilience as an organisation and that we continue to provide high-quality advice, information and casework to all Barnet residents well into the future.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under Company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP FRS102 (2019);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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

In so far as the trustees are aware:

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

SMALL COMPANY EXEMPTIONS

This report has been prepared taking advantage of the small companies' exemption of section 41SA of the Companies Act 2006.

This report was approved and authorised for issue by the Trustees and signed on its behalf

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Valerie Harrison (Chair)

Date: 13th October 2025

Independent auditor's report

Independent auditor's report to the members of Barnet Citizen's Advice Bureau

Opinion

We have audited the financial statements of Barnet Citizen's Advice Bureau (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 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
- 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report 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 trustees' annual report. We have nothing to report in respect of the following matters in relation to which 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; or
- The directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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 are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
  - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
  - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
  - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the

financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the 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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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.

Joanna Pittman (Senior statutory auditor)
xxxx
for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Barnet Citizens Advice Bureau

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	23,950	–	**23,950**	35,549	–	35,549
Charitable activities	3	407,553	1,051,751	**1,459,304**	347,553	1,003,267	1,350,820
Investments	4	11,658	–	**11,658**	10,761	–	10,761
Total income		443,161	1,051,751	**1,494,912**	393,863	1,003,267	1,397,130
Expenditure on:							
Advice Services	5	393,115	1,062,529	**1,455,643**	338,056	1,003,267	1,341,323
Total expenditure		393,115	1,062,529	**1,455,643**	338,056	1,003,267	1,341,323
Net income / (expenditure) for the year	6	50,046	(10,777)	**39,269**	55,807	–	55,807
Transfers between funds		–	–	**–**	11,386	(11,386)	–
Net movement in funds		50,046	(10,777)	**39,269**	67,193	(11,386)	55,807
Reconciliation of funds:							
Total funds brought forward		620,949	33,442	**654,391**	553,756	44,828	598,584
Total funds carried forward		670,995	22,665	**693,659**	620,949	33,442	654,391

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 17a to the financial statements.

Barnet Citizens Advice Bureau

Balance sheet

Company no. 02627909

As at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets	11		**22,688**		28,855
			22,688		28,855
Current assets:					
Debtors	12	**165,228**		121,765	
Cash at bank and in hand		**619,519**		651,929	
		784,747		773,694	
Liabilities:					
Creditors: amounts falling due within one year	13	**(113,777)**		(148,158)	
Net current assets			**670,970**		625,536
Total assets less current liabilities			**693,659**		654,391
Total net assets			**693,659**		654,391
The funds of the charity:	17a				
Restricted income funds			**22,664**		33,442
Unrestricted income funds:					
Designated funds		**131,385**		131,385	
General funds		**539,610**		489,564	
Total unrestricted funds			**670,995**		620,949
Total charity funds			**693,659**		654,391

Approved by the trustees on 13th October 2025 and signed on their behalf by

Valerie Harrison
Chair

Barnet Citizens Advice Bureau

Statement of cash flows

For the year ended 31 March 2025

	2025		2024	
	£	£	£	£
Cash flows from operating activities				
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	**39,269**		55,807	
Depreciation charges	**16,894**		18,118	
Dividends, interest and rent from investments	**(11,658)**		(10,761)	
(Profit)/loss on the disposal of fixed assets	**–**		–	
(Increase)/decrease in debtors	**(43,463)**		88,885	
Increase/(decrease) in creditors	**(34,382)**		8,346	
Net cash provided by / (used in) operating activities		**(33,341)**		160,395
Cash flows from investing activities:				
Dividends, interest and rents from investments	**11,658**		10,761	
Proceeds from the sale of fixed assets	**–**		–	
Purchase of fixed assets	**(10,728)**		(5,854)	
Net cash provided by / (used in) investing		**930**		4,907
Change in cash and cash equivalents in the year		**(32,410)**		165,302
Cash and cash equivalents at the beginning of the year		**651,929**		486,627
Cash and cash equivalents at the end of the year		**619,519**		651,929

1 Accounting policies

a) Statutory information

Barnet Citizens Advice Bureau is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is 40 – 44 Church End, London, NW4 4JT.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006/Charities Act 2011.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. A forecast has been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecast indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

1 Accounting policies (continued)

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs

1 Accounting policies (continued)

j) Allocation of support costs

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £250. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Leasehold improvements	10 years
● Computer equipment	3 years
● Fixtures and fittings	10 years

m) Debtors

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

n) Cash at bank and in hand

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

o) Creditors and provisions

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

p) Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme.

The costs of the defined contribution scheme are included within the associated staff costs and allocated therefore to charitable activities, support and governance costs.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Donations	23,950	–	**23,950**	35,549	–	35,549
	23,950	–	**23,950**	35,549	–	35,549

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Local government contracts						
Community Advice Service	407,553	–	**407,553**	347,553	–	347,553
Sub-total for local government contracts	407,553	–	**407,553**	347,553	–	347,553
Grants						
Advice - Welfare Benefits		708,879	**708,879**	–	564,589	564,589
Specialist Advice and Casework		260,377	**260,377**	–	289,156	289,156
Community Outreach		66,840	**66,840**	–	76,863	76,863
Other Services		15,655	**15,655**	–	72,659	72,659
Sub-total for grants	–	1,051,751	**1,051,751**	–	1,003,267	1,003,267
Total income from charitable activities	407,553	1,051,751	**1,459,304**	347,553	1,003,267	1,350,820

Total income of £407,553 (2024: £347,553) was received from the London Borough of Barnet. These funds were received to deliver the Community Advice Support service. There were no unfulfilled conditions or other contingencies attaching to these grants.

4 Income from investments

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Bank interest	11,658	–	**11,658**	10,761	–	10,761
	11,658	–	**11,658**	10,761	–	10,761

5a Analysis of expenditure (current year)

	Direct Costs £	Support costs £	**2025 Total £**	2024 Total £
Generalist Advice	252,423	138,029	**390,452**	332,526
Advice - Welfare Benefits	489,228	222,295	**711,523**	564,589
Specialist Advice & Casework	191,433	79,740	**271,173**	318,252
Community Outreach	45,741	21,099	**66,840**	76,863
Other Services	15,655	-	**15,655**	49,093
	994,479	461,163	1,455,643	1,341,323
Total expenditure 2025	**994,479**	**461,163**	**1,455,643**	
Total expenditure 2024	**853,761**	**487,562**		**1,341,323**

Support Costs	Staff Costs £	Admin & Premises Costs £	Governance costs £	**2025 Total £**	2024 Total £
Generalist Advice	79,367	49,462	9,201	**138,029**	118,193
Advice - Welfare Benefits	118,465	94,487	9,343	**222,295**	223,764
Specialist Advice & Casework	48,460	27,780	3,500	**79,740**	116,273
Community Outreach	11,211	8,467	1,422	**21,099**	18,369
Other Services	-	-	-	**-**	10,963
Total	257,502	180,196	23,466	**461,163**	487,562

Governance Costs	**2025 Total £**	2024 Total £
Legal and professional fees	**9,606**	1,313
Auditors remuneration	**13,860**	21,426
Accountancy and taxation services	**-**	2,640
Trustees meeting cost	**-**	9,655
	23,466	35,034

5b Analysis of expenditure (prior year)

	Direct Costs £	Support costs £	2024 Total £
Generalist Advice	214,333	118,193	**332,526**
Advice - Welfare Benefits	340,825	223,764	**564,589**
Specialist Advice & Casework	201,979	116,273	**318,252**
Community Outreach	58,494	18,369	**76,863**
Other services	38,130	10,963	**49,093**
Total expenditure 2024	853,761	487,562	**1,341,323**

Support Costs	Staff Costs £	Admin & Premises Costs £	Governance costs £	2024 Total £
Generalist Advice	51,977	57,142	9,074	**118,193**
Advice - Welfare Benefits	119,935	88,342	15,487	**223,764**
Specialist Advice & Casework	55,000	52,473	8,800	**116,273**
Community Outreach	324	16,917	1,128	**18,369**
Other Services	6,091	4,327	545	**10,963**
Total	233,327	219,201	35,034	**487,562**

Governance Costs	2024 Total £
Legal and professional fees	**1,313**
Auditors remuneration	**21,426**
Accountancy and taxation services	**2,640**
Trustees meeting costs	**9,655**
	35,034

6 Net income / (expenditure) for the year

This is stated after charging / (crediting):

	2025	2024
	£	£
Depreciation	16,894	18,118
Operating lease rentals payable:		
Property	1,542	1,960
Auditor's remuneration (excluding VAT):		
Audit	11,400	15,000
Other services	-	2,200

7 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	1,091,160	966,187
Redundancy and termination costs	17,000	-
Social security costs	98,528	85,553
Employer's contribution to defined contribution pension schemes	22,382	20,522
	1,229,070	1,072,262

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2025	2024
	No.	No.
£60,000 - £69,999	1	1
£70,000 - £79,999	-	-
£80,000 - £89,999	-	-
£90,000 - £99,999	-	-

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £258,334 (2024: £203,992).

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £0 (2024: £nil).

8 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 43 (2024: 41).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2025	2024
	No.	No.
Managers	4.0	4.0
Other	39.0	37.0
	43.0	41.0

9 Related party transactions

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable.

During the year, donations of £358 (2024: £603) were received from 1Trustees (2024: 3).

10 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11 Tangible fixed assets

	Leasehold Improvements	Fixtures and fittings	Computer equipment	**Total**
Cost	£	£	£	**£**
At the start of the year	92,802	84,178	216,694	**393,674**
Additions in year	–	–	10,728	**10,728**
Disposals in year	–	–	–	**–**
At the end of the year	92,802	84,178	227,422	**404,402**
Depreciation				
At the start of the year	89,958	82,137	192,724	**364,819**
Charge for the year	511	414	15,969	**16,894**
Eliminated on disposal	–	–	–	**–**
At the end of the year	90,469	82,551	208,693	**381,713**
Net book value				
At the end of the year	2,333	1,627	18,729	**22,688**
At the start of the year	2,844	2,041	23,970	28,855

All of the above assets are used for charitable purposes.

12 Debtors

	2025 £	2024 £
Trade debtors	**76,621**	57,362
Accrued income and prepayments	**88,607**	64,403
	165,228	121,765

13 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	**13,851**	20,064
Taxation and social security	**26,529**	19,295
Other creditors	**9,670**	18,814
Accruals and deferred income	**63,727**	89,985
	113,777	148,158

14 Deferred income

Deferred income comprises payments received in advance for services to be provided in the future.

	2025 £	2024 £
Balance at the beginning of the year	**48,082**	70,172
Amount released to income in the year	**(40,462)**	(70,172)
Amount deferred in the year	**25,510**	48,082
Balance at the end of the year	**33,130**	48,082

15 Pension scheme

The charity operates a defined contribution pension scheme. Pension costs for the period have been charged at £22,382 (2024: £20,522) as outlined above. At the period end, £3,584 was owed to the scheme (2024: £3,447).

16a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	**Total funds £**
Tangible fixed assets	22,688	–	–	**22,688**
Net current assets	516,922	131,385	22,664	**670,971**
Net assets at 31 March 2025	**539,610**	**131,385**	**22,664**	**693,659**

16b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	**Total funds £**
Tangible fixed assets	28,855	–	–	**28,855**
Net current assets	460,709	131,385	33,342	**625,436**
Net assets at 31 March 2024	**489,564**	**131,385**	**33,342**	**654,291**

17a Movements in funds (current year)

	At 1 April 2024 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2025 £
Restricted funds:					
Macmillan Cancer Research	–	244,233	(244,233)	–	–
Trust for London	–	89,481	(89,481)	–	–
Talisman Account	–	-	–	–	–
Home Office	–	20,000	(20,000)	–	–
London Borough of Barnet Winter	–	-	–	–	–
Help to Claim	–	464,646	(464,646)	–	–
LBB Barnet	–	-	–	–	–
Henry Smith Foundation	10,778	37,917	(48,695)	–	–
Chipping Barnet Foodbank	12,761	37,574	(37,574)	–	12,761
Finchley Foodbank	–	6,146	(6,146)	–	–
Other Restricted Funds	9,903	-	–	–	9,903
BOOST Notting Hill Genesis & Barnet Homes	–	23,120	(23,120)	–	–
City Bridge Foundation	–	52,192	(52,192)	–	–
RCJ Advice – GLA	–	60,788	(60,788)	–	–
The National Lottery Community Fund – Community Organisations Cost of Living Fund	–	–	–	–	–
National Citizens Advice – Open Door	–	13,529	(13,529)	–	–
National Citizens Advice – Others	–	2,126	(2,126)	–	–
Total restricted funds	33,442	1,051,751	(1,062,529)	–	22,664
Unrestricted funds:					
Designated funds:					
Staff fund	25,000	–	–	–	25,000
IT/Premises Fund	96,386	–	–	–	96,386
Service Development fund	9,999	–	–	–	9,999
Total designated funds	131,385	–	–	–	131,385
General funds	489,564	443,161	(393,115)	–	539,610
Total unrestricted funds	620,949	443,161	(393,115)	–	670,995
Total funds	654,391	1,494,912	(1,455,643)	–	693,659

The narrative to explain the purpose of each fund is given at the foot of the note below.

17b Movements in funds (prior year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
Macmillan Cancer Research	–	207,572	(207,572)	–	–
Citizens Advice Energy Best Deal	–	17,225	(17,225)	–	–
Trust for London	–	71,744	(71,744)	–	–
Talisman Account	1,336	–	–	(1,336)	–
Home Office	–	1,000	(1,000)	–	–
London Borough of Barnet Winter	3,800	–	–	(3,800)	–
Help to Claim	–	357,017	(357,017)	–	–
LBB Barnet	6,250	–	–	(6,250)	–
Henry Smith Foundation	10,778	56,800	(56,800)	–	10,778
Chipping Barnet Foodbank	12,761	20,193	(20,193)	–	12,761
Finchley Foodbank	–	11,822	(11,822)	–	–
Other Restricted Funds	9,903	–	–	–	9,903
BOOST Notting Hill Genesis & Barnet Homes	–	44,849	(44,849)	–	–
City Bridge Foundation	–	45,926	(45,926)	–	–
RCJ Advice – GLA	–	65,513	(65,513)	–	–
The National Lottery Community Fund – Community Organisations Cost of Living Fund	–	49,173	(49,173)	–	–
National Citizens Advice – Open Door	–	13,846	(13,846)	–	–
National Citizens Advice – Others	–	40,587	(40,587)	–	–
Total restricted funds	44,828	1,003,267	(1,003,267)	(11,386)	33,442
Unrestricted funds:					
Designated funds:					
Staff fund	55,080	–	–	(30,080)	25,000
IT/Premises Fund	87,772	–	–	8,614	96,386
Service Development fund	68,105	–	–	(58,106)	9,999
Total designated funds	210,957	–	–	(79,572)	131,385
General funds	342,799	393,863	(338,056)	90,958	489,564
Total unrestricted funds	553,756	393,863	(338,056)	11,386	620,949
Total funds	598,584	1,397,130	(1,341,323)	–	654,391

Purposes of restricted funds

Macmillan Welfare Benefits project, funded by Macmillan Cancer Support, which provided specialist welfare benefits support to cancer patients.

Citizens Advice Energy Best Extra project, funded by Citizens Advice, which provide advice on reducing energy costs to people in need.

Trust for London funded project which supports people in need of legal advice casework for employment and immigration issues.

Talisman Account was a fund established to support destitute clients in emergency circumstances whereby the funding is not immediately available. The transfer represents the closure of the project and reimbursement of unrestricted funds for money spent, with disbursements to destitute clients now made from unrestricted funds.

The European Settlement Scheme is funded by the Home Office to deliver practical support to vulnerable EU Citizens and their family members and to help them make their EU Settlement Scheme application.

17b Purposes of restricted funds (conitnued)

The London Borough of Barnet Winter was a fund for giving advice in group sessions to local residents on energy efficiency and debt advice to help manage utility costs in the winter. The transfer represents the closure of the project and reimbursement of unrestricted funds for money spent.

Help to Claim is funded by Citizens Advice to provide advice and support to clients claiming Universal Credit.

London Borough of Barnet was a fund to help organisations recover from Covid lockdowns. The transfer represents the exhaustion of the funds and reimbursement of unrestricted funds for money spent on Covid recovery and adaptations.

Henry Smith Foundation funded costs of the welfare benefits and debt casework.

Chipping Barnet Foodbank and Citizen Advice Barnet are partnering to increase the breadth of support and advice they can offer service users by utilising professional advice services.

Finchley Foodbank - Funding for an Outreach adviser to work in Finchley Foodbank alongside existing community services.

BOOST – Notting Hill Genesis & Barnet Homes - Funding for an Outreach adviser to work in Burnt Oak and Grahame Park alongside existing community services.

City Bridge Foundation - Funding to support existing immigration advice and to train a new immigration adviser to OISC level 3 accreditation.

RCJ Citizens Advice – GLA Funding as part of a London-wide project to increase access to specialist debt and welfare benefits advice.

The National Lottery Community Fund - Community Organisations Cost of Living Fund- funding to provide critical advice in the cost of living crisis.

National Citizens Advice – Cost of Living - Open Door - funding to an open door service at our main office in Hendon.

National Citizens Advice – Pop Up Advice – funding for creative initiatives in service delivery that support clients through the cost of living crisis.

National Citizens Advice – Energy Advice Programme – funding to provide one to one energy advice appointment to clients who are in or at risk of fuel poverty

Transfer between funds were undertaken to update the designations of some the general funds.

Purposes of designated funds

The Staff Fund has a balance of £25,000 are set aside to fund any inflationary cost of living increase to support staff with the current economic climate.

The IT/Premises Fund includes a designated balance of £96,386 relates to funds to upgrade IT server and equipment (2024:

The Service Development Fund includes a designated balance of £9,999 which are funds set aside to cover unfunded posts.

18 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Land and Buildings		Other	
	2025	2024	**2025**	2024
	£	£	**£**	£
Less than one year	**-**	-	**1,200**	1,152
One to five years	**-**	-	**2,544**	3,696
Over five years	**-**	-	**-**	-
	-	-	**3,744**	4,848

19 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

BARNET CITIZENS ADVICE BUREAU

England & Wales - Charity number 1065835

Accounts

Registered Company Number: 02627909 (England & Wales)
Registered Charity No: 1065835

BARNET CITIZENS ADVICE BUREAU

(A charitable company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

BARNET CITIZENS ADVICE BUREAU

CONTENTS

	Page
Legal and administrative details	1 - 2
Trustees' report (incorporating directors' report)	3 - 10
Independent Auditor's report	11 - 13
Statement of Financial Activities	14
Balance Sheet	15
Cash Flow Statement	16
Analysis of Net Debt	17
Notes to the financial statements	18 - 32

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS

COMPANY NUMBER 02627909 (England & Wales)

CHARITY NUMBER 1065835

General Information

The activities of Barnet Citizens Advice Bureau are carried out by an organisation that is both a Registered Charity (no: 1065835) and a company limited by guarantee (No. 02627909). Both the charity and the company are formally registered as Barnet Citizens Advice Bureau. Citizens Advice Barnet is also part of the national Citizens Advice service through its membership of The National Association of Citizens Advice Bureaux.

The trustees of the charity are also the members of the company limited by guarantee and under the provisions of the Companies Act 2006 are liable to contribute a sum not exceeding £1 each in the event of the winding up of the Company; they are collectively referred to as the Trustees throughout this report.

The organisation's governance rules are set out in the Memorandum and Articles of Association of the company limited by guarantee which reflects the advice of the Charity Commission and conforms to the membership requirements of Citizens Advice.

Trustees act collectively as the Board of Citizens Advice Barnet and assume overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice.

The governance rules provide for a Board of between 4 and 21 persons, but the current Trustees have determined that a number between 10 and 13 provides an optimal size for its work while allowing for orderly succession planning. Trustees serve in a voluntary and unremunerated capacity and are appointed for terms of three years, if willing they can be re-elected for subsequent terms with no limit. Trustees are normally elected by the Annual General Meeting, but the constitution allows the Board to co-opt trustees, providing their number does not exceed one-third of the total. The Board's practice is to use co-option for appointments made between Annual General Meetings and for co-opted trustees to stand for election at the next Annual General Meeting following their appointment. Accordingly, all current Trustees are elected members of the Board.

The Trustees serving during the year and since the year-end were as follows.

Valerie Harrison (Chair)
Kimberly Ong (Vice-Chair)
Julian Shaw (Treasurer, appointed 11/12/2023)
Ben Ingber
Keri Landau
Alison Blair (appointed 11/09/2023)
Ellis Mandelstam
Rosie Shepherd
Wendy Alcock (appointed 11/12/2023)

The organisation's HR policies are followed for recruitment and induction of trustees and recruitment is by open selection through press advertising and other media. The Board regularly consider succession planning and reviews the skills and experience it needs against those of existing trustees in order to identify gaps that can be filled by future recruitment.

LEGAL AND ADMINISTRATIVE DETAILS (continued)

Current Trustees possess an effective mix of skills encompassing professionalism in Personnel, Change Management, Accountancy, and Education. Some members combine their professional backgrounds with extensive experience of voluntary work.

The Company Secretary is appointed by Trustees and may be a paid member of staff. The term of the appointment is for Trustees to decide and the practice is for this to be at the first meeting of the Board following each AGM when other appointments are determined by Trustees.

CHIEF OFFICER	Daniel Bamford
COMPANY SECRETARY	Daniel Bamford
REGISTERED OFFICE	40-44 Church End London NW4 4JT
AUDITORS	Price Bailey LLP 24 Old Bond Street London W1S 4AP
BANKERS	HSBC Bank plc Coventry District Service Centre Harry Western Road Binley Coventry CV3 2TQ

BARNET CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)

Introduction

Citizens Advice Barnet (CAB) exists to help people who live, work or study in the London Borough of Barnet to resolve their problems. We do this through providing free, confidential, impartial and independent advice, information and assistance. We are here for everyone, whatever their advice needs.

2023/24 saw a rapidly growing need for our services, with cost of living pressures the primary driver of this. While inflation calmed, costs remained high and we saw more people than ever before unable to make ends meet. We have continued to focus on meeting the needs of our volunteers, staff, and above all, the people we help, delivering on our strategic priorities of being accessible, sustainable, and supporting our people.

Our Work

Our core work is delivered through the Community Advice Service (CAS), funded by the London Borough of Barnet and procured by competitive tender. This service provides general information and advice to people who live, work or study in the Borough, and is available through all channels - telephone, face to face and email. We tested new models of providing advice in the community, with pop-up sessions at Brent Cross Shopping Centre as well as trialling new advice locations at the Arts Depot, North Finchley masjid, Children's Centres and Grahame Park library.

We successfully extended and expanded our Help to claim project, funded by the Department for Work and Pension, via national Citizens Advice. This national, phone-based service offers advice and support to people claiming Universal Credit, including providing benefits checks, better-off calculations and tactical advice on approaching this complex welfare benefit. We continued to see heavy demand, as more people find themselves needing to claim Universal Credit, especially those in work, to help make ends meet.

Our Macmillan welfare benefits advice service, funded by Macmillan and supporting people affected by cancer, was expanded and now covers hospital sites in Barnet, Haringey, Enfield and Islington.

We continued existing partnerships and began new ones, working with Chipping Barnet Food Bank, BOOST (at Burnt Oak Library and Child's Hill) and Finchley Food Bank, bringing advice to vulnerable people at key community locations. This continues our strategic use of community resources, placing our teams alongside other vital local services so that people can get the right help when and where they need it. We work to support smaller local community organisations by providing 'Advice First Aid', which trains local volunteers to quickly identify advice needs for people they are working with, enabling them to either support or to refer vulnerable people to CAB. This increases the support available to people in Barnet.

An important area of our work is complex casework. While the CAS is focused on general advice, our other projects aim to fill the gap where Legal Aid is not available but where the most vulnerable people need support to understand their rights and to access justice. This adds a great deal of value to our general advice service as we are able to offer a holistic package of support to our clients. Much of our work in this area would have been available under Legal Aid a decade ago, but due to continued cuts to this provision, we have stepped in to do work which would historically only have been carried out by solicitors. Our work in this sphere has led us to be awarded 'Centre of Excellence' status by the London Legal Support Trust, and it is vital in a Borough like Barnet where access to complex legal advice is in very short supply. We provide expert legal casework and litigation support in Employment, Immigration, Welfare Benefits and Debt.

We measure our success in all these services against stringent and targeted monitoring requirements, and more widely against independently audited quality of advice, financial management, and client and workforce satisfaction using the Citizens Advice Performance and Quality Framework.

The People we help, and the Issues we help them with

Over 12,000 individuals received information and advice in the year, (10,200 in 2022/23) and we dealt with over 42,300 individual advice issues (2022/23: 41,800). This shows the complicated nature of people's problems as well as increased demand. It is extremely rare for someone to come to us now needing advice on just one thing, and on average, each client comes to us with approximately 4 issues. We had 227,038 interactions with or on behalf of clients which is (2022/23: 29,176) showing that it is more often than not the case that we need to engage with the people we help multiple times before their problem can be solved. This also illustrates the highly vulnerable situations many of our clients are in and the complexity of their multifaceted needs. We seek to empower people who can address their issues themselves, and 43,729 people accessed advice self-help through our website - a significant increase on the previous year (2022/23: 37,895).

Citizens Advice Barnet runs a universal core service which is available for everyone who lives, works or studies in the borough. Having said that, there is a clear link between deprivation and the need for advice, and it is notable that most of our clients come from the most deprived wards in Barnet. This is an indication both of the above average need for advice in those areas, but also a reflection of where we have proactively target our partnership work and outreach provision.

Client demographics show little change from the previous year, with no statistically significant differences. However, we did see a continuing increase in the proportion of our clients who say they are disabled or have a long-term health condition, rising to 53% of all people we saw (2022/23: 48%). This shows two things - firstly that people with health problems or disabilities are disproportionately affected by cost of living issues, and secondly that the after-effects of Covid and the systemic collapse of social welfare support have caused many more people's health to suffer.

56% of all issues we advised on were welfare benefit-related (2022/23: 60%), followed by housing at 12% (2022/23: 11%), debt at 8% (2022/23: 8%) and immigration at 4% (2022/23: 3%).

Working in Partnership

We continued to strengthen our existing relationships within the voluntary, community and faith sector in Barnet, as well as building new partnerships locally and with wider stakeholders. We know that the demand for advice, especially in the highly disrupted society we inhabit, cannot be fully met, so our partnership work rightly focuses on increasing capacity and expertise within the sector, sharing best practice and supporting each other to the ultimate benefit of those who use our services. To this end, we meet regularly with voluntary and statutory sector partners to work together, find synergies and avoid unnecessary duplication of services.

During 2023/24 we have established or continued partnerships with BOOST, Notting Hill Genesis housing association, Chipping Barnet food bank, Finchley foodbank, St James Church in New Barnet, numerous local Citizens Advice offices across London, among others. We have also worked with partners and the wider sector to increase incoming referrals, to help join up the advice sector and simplify our client journey. In 2023/24 we received 647 incoming referrals for advice (2022/23: 516).

Our People

Our services are delivered by a staff team of 42 people (2022/23: 42), and 60 volunteers supported us over the year (2022/23: 68). Our staff and volunteers are committed professionals who provide unrivalled support to the poorest and most vulnerable residents of Barnet. Volunteers undertake a wide variety of roles, including advisers, assessors, receptionists, administrative support and trustees. All new volunteers complete a comprehensive competency-based training programme that underpins the high quality of advice that the role demands. We continue to support our people as a key strategic priority, and we have introduced much more flexibility to our volunteering programme to cater to the needs of the community.

We recruited, for the first time, a Head of People and Central Services to oversee all aspects of Human Resources in CAB, and have begun implementation of the organisational culture change that we worked on developing during 2022/23. In particular we are delivering a more inclusive experience for staff and volunteers, with new and improved tools to manage performance, ensure development and to consistently recruit and onboard new team members.

Achievements and Performance

Across all our services we gave information and advice to over 12,000 people (10,200 in 2022/23), dealing with 42,350 issues (2022/23: 41,800). It is extremely rare for someone to come to us with just a single issue - much more common is a collection of inter-related problems which need to be addressed holistically and methodically. We seek to empower people wherever possible, and 43,729 37,895 people accessed advice self-help through our website, showing continued growth (2022/23: 37,895, 2021/22: 23,499) but also the pressure on our services as our resources are stretched in the face of unprecedented demand.

We generated over £7.5 million of positive financial outcomes for our clients, primarily through successful benefits claims and challenges (2022/23: £8.8 million), and we helped clients write off £230,000 worth of debt (2022/23: £38,628).

Our Macmillan service helped 737 cancer patients and their families (2022/23: 720) by helping them claim benefit entitlements, Blue Badges and other grants, while our specialist casework teams continued to support people with highly complex welfare benefits, debt, employment and immigration issues, conducting complex litigation for extremely vulnerable clients. Our expertise in these areas is widely recognised and we continue to be a London Legal Support Trust Centre of Excellence, an accolade granted to a very small number of Local Citizens Advice agencies.

Financial Review

The SOFA on page 15 shows an increase in income to £1,397,130 compared to the previous year (2023: £1,144,497).

The local authority remains the second largest provider for services.

The reduction in reliance on LBB funding was supported by continued funding for its main projects by Macmillan Cancer Trust, Trust for London, National Citizens Advice, the National Lottery, RCJ Advice and Henry Smith and those funds represented significant percentages of overall income as follows:

Macmillan Cancer: 15% (2023:13%)

Trust for London: 5% (2023: 6%)

Citizens Advice 31% (2023:31%)

The National Lottery 4% (2023:0%)

RCJ Advice 5% (2023: 0%)

Henry Smith 4% (2023:5%)

Although there was planned investment in increased capacity, CAB continued to monitor and control costs effectively, in line with the increase in income. Expenditure in the financial year ending 31st March 2024 has increased to £1,341,323 compared with £1,293,491 in the previous year.

Of the costs in the year, 80% (2023: 79%) relate to our people and include the costs of recruiting, rewarding and developing our paid staff and training and supporting our volunteers. Management and trustees regularly review the allocation of work among staff and volunteers to identify ways of improving both service quality and cost efficiency. In other areas, our finance and administrative staff keep a close control of costs.

Reserves Policy and Designated Funds

Our free reserves target is set at 18 weeks of operating expenditure. As our reserves are above the minimum level set in this target, trustees have agreed in principle to invest funds for further development of our services.

- Staff Fund
  A fund to ensure that CAB is able to cover contracted payments to staff such as unfunded salary changes, redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

- IT/Premises Fund
  A fund to provide for the cost of relocating to new premises at the expiry or termination of the current lease, and for the cost of major repairs and maintenance (including IT upgrade costs) for the next 3-5 years

- Service Development Fund
  A fund to allow CAB to develop new projects or areas of work, and to conduct feasibility studies on such ·projects. Funds have been designated to fund additional supervision, communications and marketing support, business development, training support and office administration, which will allow CAB to meet its objectives.

- Restricted reserves
  Funds are restricted by the donor or funder and cannot be used for the general purposes of CAB. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between CAB's financial year and the funding year of the project concerned.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Citizens Advice Barnet is a member of Citizens Advice (the national association of Citizens Advice organisations) which, via its Membership Scheme, provides a framework for all charitable activities that are delivered to service users. Citizens Advice sets defined quality standards for advice and information services, financial and information management and intensively reviews members' organisational performance to ensure these standards are met.

The Board of Trustees has overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice. Trustees are committed to creating an inclusive workplace, to participation by staff and volunteers in the development of the service and provide opportunities for this through the business planning process and the formulation of service priorities and objectives.

The Board meets at least four times a year and in 2023/24 it met on five occasions. The Board delegates certain staff and HR matters to the People and Culture Committee, while financial scrutiny, risk management and development of financial policy and procedures are delegated to the Finance Committee. The minutes and recommendations of all committees are presented and reviewed at full Board meetings. The Board delegates day to day responsibility to the Chief Officer who is required to attend Board meetings and report on operational and financial matters.

The Board seeks to ensure that Trustees are broadly representative of the local community and have the necessary skills and abilities to ensure good governance. Trustees are recruited following Citizens Advice guidance through advertising in local and national media as well as canvassing local Voluntary and Community Sector organisations, with a focus on recruiting those with skills identified as desirable through regular Board skills audits.

Suitable candidates are interviewed by a panel of Trustees and are invited to attend at least one meeting of the Board before being formally appointed.

New Trustees are provided with a comprehensive induction, including observation of service delivery, and provided with relevant governance documentation. Board members are also encouraged to participate in relevant governance training and conferences provided by Citizens Advice and other bodies.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of Trustees expenses and related party transactions are disclosed in the notes to the accounts.

Organisational Management

The Executive Team consists of the Chief Officer, Daniel Bamford, the Head of Advice Services, Nadya Bari, the Head of Business Development, Louise Broadbent, and the Head of People and Central Services, Sheetal Cole.

The Chief Officer meets regularly with the Chair for supervision and to plan the work of the Board. The Chief Officer and Executive Team are responsible for putting into effect the strategies and objectives of the Board as expressed in the Business Plan. The Chief Officer works closely with staff, volunteers and external stakeholders to ensure effective implementation of the Business Plan.

The Trustees have in place arrangements for setting the pay and remuneration of the Executive Team. Remuneration for all staff is reviewed annually, by the Board's People and Culture Committee and as part of the annual budget setting process. External benchmarking is carried out every three years and inflationary increases are considered annually. Any increase will be made with regard to affordability for the charity.

RISK MANAGEMENT

The Board carries out an annual risk assessment and the organisation updates its risk register on an ongoing basis throughout the year. The register is reviewed quarterly by the Finance Committee and the Chief Officer presents a report on emerging risks to each meeting of the Trustees. The Board has assessed the major risks to which the charity is exposed, and these are detailed below with a summary of plans for managing those risks.

- Insufficient new income generated to support service delivery.

  The Executive Team works to identify and apply for new sources of income to enable the organisation to meet its strategic priorities and support service delivery and the trustees receive a report on the number of applications made and their outcome at each meeting. Expenditure is closely monitored, and plans developed to reduce management and overhead costs.

- Loss of key personnel and recruitment and retention of staff

  We have policies and processes in place to recruit and retain suitable staff and volunteers. We ensure training plans are in place and revised annually. Staff and volunteers' annual feedback is reported to Trustees and we strive to increase engagement and satisfaction from staff and volunteers. We have a full internal HR support function now in place and have made sure that wellbeing is at the heart of our People processes, recognising that the work we do is difficult and emotionally draining and doing all we can to mitigate that and provide a rewarding working and volunteering experience.

PUBLIC BENEFIT

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements and are in line with our charitable aims and objectives. Citizens Advice Barnet's main activities are described in the 'our work' section of this report.

FUNDRAISING

Fundraising Statement 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities.

Barnet Citizens Advice Bureau understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not use any internal fundraisers or external agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year (2022/23: none).

The trustees monitor fundraising activities on a regular basis.

PLANS FOR THE FUTURE

In 2023/24 we worked within the strategic objectives specified in our Business and Development Plan. The plan set out the aims and purposes of the organisation and the context in which we work. We have three main objectives:

- We are accessible
- We are sustainable
- We support and develop our people

These have remained relevant and continue to be so. The cost of living crisis has hit our clients, and our staff and volunteers, hard, and we will work to provide the best support that we can. This has already started to drive up demand on our services, so remaining accessible is a key part of our future development. We will focus on partnership working, and joining our advice to already existing community initiatives. We know that we need to get our advice to where people need it, rather than waiting for them to come to us, and this is a vital part of our community outreach strategy.

We have already successfully explored new sources of funding, and will continue this, alongside making a concerted effort to raise our public profile and investigate individual and corporate giving, to further support our future sustainability. Our partnership working will continue, and we will look to share resources without compromising on quality, bringing skills and expertise to the wider sector, enabling community groups and increasing their confidence in advice giving. We will focus on providing more complex legal advice and are exploring the viability of opening a Law Centre to deliver our specialist advice services.

We will continue to support our staff and volunteers - we will work to implement and live our organisational values, offer development opportunities and rewarding career paths for our people, while making sure that their wellbeing is effectively supported. We have restructured our Executive Team to include a Head of People and Central Services role for the first time, to focus on developing and implementing our people strategy, retaining and training high quality staff and volunteers and developing them for the future. This will ensure our continued resilience as an organisation and that we continue to provide high-quality advice, information and casework to all Barnet residents well into the future.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under Company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP FRS102 (2019);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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

In so far as the trustees are aware:

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

TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT) (continued)

SMALL COMPANY EXEMPTIONS

This report has been prepared taking advantage of the small companies' exemption of section 41SA of the Companies Act 2006.

This report was approved and authorised for issue by the Trustees and signed on its behalf



Valerie Harrison (Tue, 24th Sep 2024 17:29:20 BST)

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Valerie Harrison (Chair)

Date: 24 Sep 2024

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF BARNET CITIZENS ADVICE BUREAU

Opinion
We have audited the financial statements of Barnet Citizen's Advice Bureau (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities incorporating the Income and Expenditure account, the Balance Sheet, the Statement of Cash Flows and the related notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

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

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

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

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 course of 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 trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report 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 directors' report

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the sector in which it operates and considered the risk of the charitable company not complying with the applicable laws and regulations including fraud; in particular those that could have a material impact on the financial statements, including financial reporting. In relation to the operations of the charitable company this included compliance with the Charities Act 2011 and Companies Act 2006.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

- Review of legal fees incurred;
- Reviewing minutes of Trustee Board meetings;
- Agreeing the financial statement disclosures to underlying supporting documentation;
- Enquiring of management including those charged with governance;
- Reviewing key accounting policies and estimates

Management override: To address the risk of management override of controls, we carried out testing of journal entries and other adjustment for appropriateness. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx.

This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's Trustees, 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 Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Michael Cooper-Davis FCCA ACA (Senior Statutory Auditor)
For and on behalf of
Price Bailey LLP
Chartered Accountants
Statutory Auditors

24 Old Bond Street
London
W1S 4AP

Date: 26 September 2024

BARNET CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

		2024				2023
	Note	Unrestricted General funds £	Designated funds £	Restricted funds £	Total funds £	Total funds £
INCOME						
Donations and legacies	**3**	35,549	-	-	35,549	25,584
Charitable activities	**4**	347,553	-	1,003,267	1,350,820	1,115,624
Investments	**5**	10,761	-	-	10,761	3,289
Total income		**393,863**	**-**	**1,003,267**	**1,397,130**	**1,144,497**
EXPENDITURE						
Charitable activities		(338,056)	-	(1,003,267)	(1,341,323)	(1,293,491)
Total expenditure	**6**	**(338,056)**	**-**	**(1,003,267)**	**(1,341,323)**	**(1,293,491)**
Transfer between funds		90,958	(79,572)	(11,386)	-	-
(EXPENDITURE)/INCOME BEING NET MOVEMENT IN FUNDS	**15/16**	**146,765**	**(79,572)**	**(11,386)**	**55,807**	**(148,994)**
RECONCILIATION OF FUNDS						
Total funds brought forward		342,799	210,957	44,828	598,584	747,578
TOTAL FUNDS CARRIED FORWARD		**489,564**	**131,385**	**33,442**	**654,391**	**598,584**

All income and expenditure has arisen from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes to the accounts are shown on pages 18-32 and form an integral part of these financial statements.

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BARNET CITIZENS ADVICE BUREAU
(Company number: 02627909)

BALANCE SHEET
AS AT 31 MARCH 2024

	Notes		2024		2023
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	**12**		28,855		41,119
CURRENT ASSETS					
Debtors	**13**	121,765		210,650	
Cash at bank and in hand		651,929		486,627	
TOTAL CURRENT ASSETS		**773,694**		**697,277**	
LIABILITIES					
Creditors: amounts falling due within one year	**14**	(148,158)		(139,812)	
NET CURRENT ASSETS			625,536		557,465
TOTAL ASSETS LESS CURRENT LIABILITIES			654,391		598,584
Restricted income funds	**15**		33,442		44,828
Unrestricted funds					
Designated funds	**16**		131,385		210,957
General funds	**16**		489,564		342,799
Total Unrestricted Funds			620,949		553,756
TOTAL FUNDS			**654,391**		**598,584**

The notes to the accounts are shown on pages 18-32 and form part of these financial statements.

These financial statements have been prepared in accordance with special provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and signed on their behalf by:

Valerie Harrison (Tue, 24th Sep 2024 17:29:20 BST)

……..

Valerie Harrison (Chair)

Date: 24 Sep 2024

BARNET CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024	2023
		£	£
Reconciliation of net income to net cash flow from operating activities:			
Net income for the reporting period (as per the Statement of Financial Activities)		55,807	(148,994)
Adjustments for:			
Depreciation charges	**12**	18,118	21,377
Dividends, interest and rents from investments		(10,761)	(3,289)
Decrease / (increase) in debtors		88,885	1,925
Increase / (decrease) in creditors		8,346	56,516
Net cash provided by / (used in) operating activities:		160,395	(72,465)
Cash flows from investing activities:			
Dividends, interests and rents from investments		10,761	3,289
Purchases of fixed assets	**12**	(5,854)	(4,561)
Net cash (used in) investing activities:		4,907	(1,272)
Change in cash and cash equivalents in the reporting period		165,302	(73,737)
Cash and cash equivalents at the beginning of the reporting period		486,627	560,364
Cash and cash equivalents at the end of the reporting period:		**651,929**	**486,627**

The notes to the accounts are shown on pages 18-32 and form part of these financial statements.

BARNET CITIZENS ADVICE BUREAU

ANALYSIS OF NET DEBT
FOR THE YEAR ENDED 31 MARCH 2024

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank in hand	486,627	165,302	651,929
	486,627	**165,302**	**651,929**

The notes to the accounts are shown on pages 18-32 and form part of these financial statements.

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (updated 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Barnet Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are presented in Sterling (£).

b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. As at 31 March 2024 there were 9 members (2023: 9). The charity was incorporated within England and Wales, and the registered address is 40 – 44 Church End, London, NW4 4JT.

c) Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast has been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecast indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

d) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are Barnet Citizens Advice Bureau's work or for educational projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

1 Accounting policies (continued)

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income from government and other grants, whether ‘capital’ grants or ‘revenue' grants are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance for a future fundraising event, or for a grant received relating to the following year is deferred until the criteria for income recognition are met.

Bank interest is recognised on an accruals basis.

f) Expenditure and Value Added Tax

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Expenditure on charitable activities has been included in the relevant cost categories. Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance costs, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

g) Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. A further detail of their contribution is provided in the Trustees report.

1 Accounting policies (continued)

h) Fixed assets

Fixed asset additions are capitalised at cost less the amount of any specific grants received in respect of the purchase of those assets. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Leasehold improvements	10 years straight line
Computer equipment	5 years straight line
Fixtures, fittings and equipment	10 years straight line

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

i) Debtors

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

Accrued income is included at the best estimate of the amounts receivable at the balance sheet date.

j) Cash at bank and in hand

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

k) Creditors

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

l) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost and all other assets and liabilities are recorded at cost which is their fair value.

m) Pensions

Employees of the charity are entitled to join a defined contribution ‘money purchase’ scheme.

The costs of the defined contribution scheme are included within the associated staff costs and allocated therefore to raising funds, charitable activities, support and governance costs.

n) Operating leases

Operating leases are recognised over the period of which the lease falls due.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

o) Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2 Key sources of judgement and estimation uncertainty

No significant judgements, accounting policies or assumptions have been made by management in applying the charity's accounting policies.

3 Donations and Legacies

	2024 £	2023 £
Donations	35,549	25,584

Income from donations and legacies was £35,549 (2023: £25,584) of which £NIL (2023: £NIL) was attributable to restricted funds and £35,549 (2023: £25,584) was attributable to unrestricted funds.

4 Charitable Activities

	2024 £	2023 £
Local Government contracts:		
Community Advice Service	347,553	347,553
	347,553	347,553
Grants Received:		
Generalist Advice	-	-
Advice – Welfare Benefits	564,589	501,836
Specialist Advice and Casework	289,156	221,897
Community Outreach	76,863	36,725
Other Services	72,659	7,613
	1,003,267	768,071
Total Charitable Activities	1,350,820	1,115,624

The income from charitable activities received was £1,350,820 (2023: £1,115,624) of which £347,553 was unrestricted (2023: £347,553) and £1,003,267 was restricted (2023: £768,071).

4 Charitable Activities (continued)

Total income of £347,553 (2023: £347,553) was received from the London Borough of Barnet. These funds were received to deliver the Community Advice Support service. There were no unfulfilled conditions or other contingencies attaching to these grants.

5 Investment Income

	2024 £	2023 £
Bank interest	10,761	3,289

Investment income of £10,761 (2023: £3,289) was attributable to unrestricted funds.

6 Analysis of Expenditure

	Direct Costs £	Support Costs (note 7) £	2024 Total Costs £
Generalist Advice	214,333	118,193	332,526
Advice Services - Welfare Benefits	340,825	223,764	564,589
Financial Capability	-	-	-
Specialist Advice and Casework	201,979	116,273	318,252
Community Outreach	58,494	18,369	76,863
Other services	38,130	10,963	49,093
	853,761	487,562	1,341,323

	Direct Costs £	Support Costs (note 7) £	2023 Total Costs £
Generalist Advice	382,649	142,829	525,478
Advice Services - Welfare Benefits	368,141	133,697	501,838
Financial Capability	-	-	-
Specialist Advice and Casework	177,959	43,937	221,896
Community Outreach	30,045	6,622	36,667
Other services	7,612	-	7,612
	966,406	327,085	1,293,491

£1,003,267 (2023: £768,013) of the above costs were attributable to restricted funds and £338,056 (2023: £525,478) was attributable to unrestricted funds.

7 Analysis of Support Costs

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2024 Costs £
Generalist Advice	51,977	57,142	9,074	118,193
Advice Services - Welfare Benefits	119,935	88,342	15,487	223,764
Financial Capability	-	-	-	-
Specialist Advice and Casework	55,000	52,473	8,800	116,273
Community Outreach	324	16,917	1,128	18,369
Other services	6,091	4,327	545	10,963
Total	**233,327**	**219,201**	**35,034**	**487,562**

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2023 Costs £
Generalist Advice	93,755	39,186	9,888	142,829
Advice Services - Welfare Benefits	39,352	83,287	11,058	133,697
Financial Capability	-	-	-	-
Specialist Advice and Casework	19,803	21,262	2,872	43,937
Community Outreach	3,000	3,140	482	6,622
Other services	-	-	-	-
Total	**155,910**	**146,875**	**24,300**	**327,085**

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

8 Governance Costs

	2024 £	2023 £
Legal and professional fees	1,313	900
Auditor's remuneration	21,426	9,350
Accountancy and taxation services	2,640	6,250
Trustees' meeting costs	9,655	7,800
	35,034	24,300

9 Analysis of staff costs and key management personnel

	2024 £	2023 £
Wages and salaries	966,187	933,016
Social security costs	85,553	70,715
Pension costs	20,522	19,108
	1,072,262	1,022,839

No Trustees received remuneration and other benefits from employment directly or through a related entity. Trustees were reimbursed for travel expenses in the year totalling £NIL (2023: £NIL). The total amount of expenses reimbursed to Trustees amounted to £9,655 (2023: £8,184).

The average monthly head count was 41 (2023: 41) and analysis of the staff employees in the year were:

	2024	2023
Managers	4	5
Other	37	36
	41	41

The following number of employees received employer benefits (excluding employer pension costs during the year between:

	2024	2023
£60,000 - £69,999	1	1

The total employer pension contributions during the year for the staff in the above bandings was £1,321 (2023: £1,321)

The key management personnel of the charitable company consists of 4 members (2023: 5) of the Barnet Citizens Advice Bureau management team whose total remunerations including employer's pension contributions totalled £203,992 (2023: £213,193).

10 Net Income

	2024 £	2023 £
Net income is stated after charging:		
Depreciation	18,118	21,378
Auditor's remuneration (excluding VAT):		
- for audit services	15,000	9,350
- for accountancy and taxation services	2,200	6,250
Operating lease rentals	1,960	4,258

11 Pension commitments

The charity operates a defined contribution pension scheme. Pension costs for the period have been charged at £20,522 (2023: £19,108) as outlined above. At the period end, £3,447 was owed to the scheme (2023: £3,231).

12 Tangible Fixed Assets

	Leasehold Improvements £	Computer Equipment £	Fixtures, Fittings and Equipment £	Total £
COST				
At 1 April 2023	92,802	210,840	84,178	387,820
Additions	-	5,854	-	5,854
As at 31 March 2024	92,802	216,694	84,178	393,674
DEPRECIATION				
At 1 April 2023	88,184	177,652	80,865	346,701
Charge for year	1,774	15,072	1,272	18,118
As at 31 March 2024	89,958	192,724	82,137	364,819
NET BOOK VALUE				
As at 31 March 2024	**2,844**	**23,970**	**2,041**	**28,855**
As at 31 March 2023	**4,618**	**33,188**	**3,313**	**41,119**

13 Debtors

	2024	2023
	£	£
Trade Debtors	57,362	171,360
Accrued Income and Prepayments	64,403	39,290
	121,765	210,650

14 Creditors: Amounts Falling Due Within One Year

	2024	2023
	£	£
Trade Creditors	20,064	15,802
Taxation and Social Security	19,295	20,777
Accruals and Deferred Income	89,985	96,230
Other Creditors	18,814	7,003
	148,158	139,812

14a Deferred income

	2024	2023
	£	£
Deferred income 1 April	70,172	-
Amount (released) in year	(70,172)	-
Amount deferred in year	48,082	70,172
	48,082	70,172

Income is deferred when received in the financial period but has not been earned by the end of the year.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

15 Restricted funds

	As 1 April 2023 £	Income £	Expenditure £	Transfers £	At 31 March 2024 £
Macmillan Cancer Research	-	207,572	(207,572)	-	-
Citizens Advice Energy Best Deal	-	17,225	(17,225)	-	-
Trust for London	-	71,744	(71,744)	-	-
Talisman Account	1,336	-	-	(1,336)	-
Home Office	-	1,000	(1,000)	-	-
London Borough of Barnet Winter	3,800	-	-	(3,800)	-
Help to Claim	-	357,017	(357,017)	-	-
LBB Barnet	6,250	-	-	(6,250)	-
Henry Smith	10,778	56,800	(56,800)	-	10,778
Chipping Barnet Foodbank	12,761	20,193	(20,193)	-	12,761
Finchley Foodbank	-	11,822	(11,822)	-	-
Other Restricted Funds	9,903	-	-	-	9,903
BOOST Notting Hill Genesis & Barnet Homes	-	44,849	(44,849)	-	-
City Bridge Foundation	-	45,926	(45,926)	-	-
RCJ Advice – GLA	-	65,513	(65,513)	-	-
National Lottery Community Fund - Cost of Living	-	49,173	(49,173)	-	-
National Citizens Advice – Open Door	-	13,846	(13,846)	-	-
National Citizens Advice – Others	-	40,587	(40,587)	-	-
TOTAL	44,828	1,003,267	(1,003,267)	(11,386)	33,442

15 Restricted funds (continued)

	As 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
Macmillan Cancer Research	52,686	148,307	(148,306)	(52,687)	-
Access to Justice - Specialist Advice Scheme	23,542	14,672	(14,672)	(23,542)	-
Access to Justice CJF	1,000	-	-	(1,000)	-
Citizens Advice Energy Best Deal	3,743	-	-	(3,743)	-
Trust for London	(2,410)	68,813	(68,813)	2,410	-
Talisman Account	1,336	-	-	-	1,336
Home Office	4,018	51,432	(51,432)	(4,018)	-
Sara Young Legacy	8,800	-	-	(8,800)	-
Big Energy Savings Network	937	-	-	(937)	-
Smart Energy	156	-	-	(156)	-
Broadband Grant	1,000	-	-	(1,000)	-
Thames Water	1,950	-	-	(1,950)	-
London Borough of Barnet Winter Grant	3,800	-	-	-	3,800
Help to Claim	30,621	353,530	(353,530)	(30,621)	-
Census	3,308	-	-	(3,308)	-
Innovation Fund	(9,538)	-	-	9,538	-
LBB Barnet	6,250	-	-	-	6,250
Henry Smith	10,778	56,700	(56,700)	-	10,778
Chipping Barnet Foodbank	12,704	10,385	(10,328)	-	12,761
Arnold Clark	1,000	-	-	(1,000)	-
Other Restricted Funds	9,903	-	-	-	9,903
BOOST Notting Hill Genesis	-	13,170	(13,170)	-	-
BOOST Barnet Homes	-	13,170	(13,170)	-	-
City Bridge Foundation	-	17,042	(17,042)	-	-
RCJ Advice – GLA	-	13,237	(13,237)	-	-
National Citizens Advice – Open Door	-	1,154	(1,154)	-	-
National Citizens Advice – Others	-	6,459	(6,459)	-	-
TOTAL	165,584	768,071	(768,013)	(120,814)	44,828

Macmillan Welfare Benefits project, funded by Macmillan Cancer Support, which provided specialist welfare benefits support to cancer patients.

Citizens Advice Energy Best Extra project, funded by Citizens Advice, which provide advice on reducing energy costs to people in need.

Trust for London funded project which supports people in need of legal advice casework for employment and immigration issues.

Talisman Account was a fund established to support destitute clients in emergency circumstances whereby the funding is not immediately available. The transfer represents the closure of the project and reimbursement of unrestricted funds for money spent, with disbursements to destitute clients now made from unrestricted funds.

The European Settlement Scheme is funded by the Home Office to deliver practical support to vulnerable EU Citizens and their family members and to help them make their EU Settlement Scheme application.

The London Borough of Barnet Winter was a fund for giving advice in group sessions to local residents on energy efficiency and debt advice to help manage utility costs in the winter. The transfer represents the closure of the project and reimbursement of unrestricted funds for money spent.

Help to Claim is funded by Citizens Advice to provide advice and support to clients claiming Universal Credit.

London Borough of Barnet was a fund to help organisations recover from Covid lockdowns. The transfer represents the exhaustion of the funds and reimbursement of unrestricted funds for money spent on Covid recovery and adaptations.

Henry Smith Charity Funded costs of the welfare benefits and debt casework.

Chipping Barnet Foodbank and Citizen Advice Barnet are partnering to increase the breadth of support and advice they can offer service users by utilising professional advice services.

Finchley Foodbank - Funding for an Outreach adviser to work in Finchley Foodbank alongside existing community services.

BOOST – Notting Hill Genesis & Barnet Homes - Funding for an Outreach adviser to work in Burnt Oak and Grahame Park alongside existing community services.

City Bridge Foundation - Funding to support existing immigration advice and to train a new immigration adviser to OISC level 3 accreditation.

RCJ Citizens Advice – GLA Funding as part of a London-wide project to increase access to specialist debt and welfare benefits advice.

National Lottery Community Fund - funding to provide critical advice in the cost of living crisis.

National Citizens Advice – Cost of Living - Open Door - funding to an open door service at our main office in Hendon.

National Citizens Advice – Pop Up Advice – funding for creative initiatives in service delivery that support clients through the cost of living crisis.

National Citizens Advice – Energy Advice Programme – funding to provide one to one energy advice appointment to clients who are in or at risk of fuel poverty

Transfer between funds were undertaken to update the designations of some the general funds.

16 Unrestricted funds

	Balance as at 1 April 2023 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2024 £
Designated funds					
Staff Fund	55,080	-	-	(30,080)	25,000
IT/Premises Fund	87,772	-	-	8,614	96,386
Service Development Fund	68,105	-	-	(58,106)	9,999
Total designated funds	210,957	-	-	(79,572)	131,385
General funds	342,799	393,863	(338,056)	90,958	489,564
TOTAL UNRESTRICTED	553,756	393,863	(338,056)	11,386	620,949

	Balance as at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2023 £
Designated funds					
Staff Fund	78,298	-	(59,052)	35,834	55,080
IT/Premises Fund	87,772	-	-	-	87,772
Service Development Fund	68,189	-	(90,000)	89,916	68,105
Total designated funds	234,259	-	(149,052)	125,750	210,957
General funds	347,735	376,426	(376,426)	(4,936)	342,799
TOTAL UNRESTRICTED	581,994	376,426	(525,478)	120,814	553,756

Designated funds:

The Staff Fund does not include a designation this year (2023: £35,834). The remaining balance of £25,000 are set aside to fund any inflationary cost of living increase to support staff with the current economic climate.

The IT/Premises Fund includes a designation of £8,614 (2023: £NIL). The balance of £96,386 relates to funds to upgrade IT server and equipment £50,000 (2023: £50,000) and a contingency for premises £46,386 (2023: £37,772).

The Service Development Fund does not include a designation this year (2023: £NIL). The remaining balance of £9,999 includes funds set aside to cover unfunded posts.

17 Net assets by fund

	General funds £	Designated funds £	Restricted funds £	Total funds 2024 £
Tangible fixed assets	28,855	-	-	28,855
Current assets	608,867	131,385	33,442	773,694
Creditors falling due in less than one year	(148,158)	-	-	(148,158)
	489,564	131,385	33,442	654,391

	General funds £	Designated funds £	Restricted funds £	Total funds 2023 £
Tangible fixed assets	41,119	-	-	41,119
Current assets	441,492	210,957	44,828	697,277
Creditors falling due in less than one year	(139,812)	-	-	(139,812)
	342,799	210,957	44,828	598,584

18 Related party transactions

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable.

During the year, donations of £603 (2023: £NIL) were received from 3 Trustees (2023: none).

There were no other related party transactions (2023: none).

19 Commitments under operating leases

	Land and Buildings		Other	
	2024	2023	2024	2023
	£	£	£	£
Within one year	-	3,802	1,152	448
Two to Five years	-	-	3,696	-
Total	-	3,802	4,848	448

BARNET CITIZENS ADVICE BUREAU

England & Wales - Charity number 1065835

Accounts

Registered Company Number: 02627909 (England & Wales)
Registered Charity No: 1065835

BARNET CITIZENS ADVICE BUREAU

(A charitable company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

BARNET CITIZENS ADVICE BUREAU

CONTENTS

	Page
Legal and administrative details	1 - 2
Trustees' report (incorporating directors' report)	3 - 10
Independent Auditor's report	12 - 14
Statement of Financial Activities	15
Balance Sheet	16
Cash Flow Statement	17
Analysis of Net Debt	18
Notes to the financial statements	19 - 33

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS

COMPANY NUMBER 02627909 (England & Wales)

CHARITY NUMBER 1065835

General Information

The activities of Barnet Citizens Advice Bureau are carried out by an organisation that is both a Registered Charity (no: 1065835) and a company limited by guarantee (No. 02627909). Both the charity and the company are formally registered as Barnet Citizens Advice Bureau. Citizens Advice Barnet is also part of the national Citizens Advice service through its membership of The National Association of Citizens Advice Bureaux.

The trustees of the charity are also the members of the company limited by guarantee and under the provisions of the Companies Act 2006 are liable to contribute a sum not exceeding £1 each in the event of the winding up of the Company; they are collectively referred to as the Trustees throughout this report.

The organisation's governance rules are set out in the Memorandum and Articles of Association of the company limited by guarantee which reflects the advice of the Charity Commission and conforms to the membership requirements of Citizens Advice.

Trustees act collectively as the Board of Citizens Advice Barnet and assume overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice.

The governance rules provide for a Board of between 4 and 21 persons, but the current Trustees have determined that a number between 10 and 13 provides an optimal size for its work while allowing for orderly succession planning. Trustees serve in a voluntary and unremunerated capacity and are appointed for terms of three years, if willing they can be re-elected for subsequent terms with no limit. Trustees are normally elected by the Annual General Meeting, but the constitution allows the Board to co-opt trustees, providing their number does not exceed one-third of the total. The Board's practice is to use co-option for appointments made between Annual General Meetings and for co-opted trustees to stand for election at the next Annual General Meeting following their appointment. Accordingly, all current Trustees are elected members of the Board.

The Trustees serving during the year and since the year-end were as follows.

Valerie Harrison
Ben Ingber
Keri Landau
Kimberly Ong
Tasmin Shuker (resigned 27/03/23)
Thomas Smith (resigned 17/01/23)
Ellis Mandelstam (appointed: 27/03/23)
Rosie Shepherd (appointed: 27/03/23)
Tracey Baldwin (Vice-Chair, resigned: 09/06/22)
Clare Lubin (resigned: 14/06/22)
Maria Petnga-Wallace (resigned: 22/08/22)

The organisation's HR policies are followed for recruitment and induction of trustees and recruitment is by open selection through press advertising and other media. The Board regularly consider succession planning and reviews the skills and experience it needs against those of existing trustees in order to identify gaps that can be filled by future recruitment.

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS (continued)

Current Trustees possess an effective mix of skills encompassing professionalism in Personnel, Change Management, Accountancy, and Education. Some members combine their professional backgrounds with extensive experience of voluntary work.

The Company Secretary is appointed by Trustees and may be a paid member of staff. The term of the appointment is for Trustees to decide and the practice is for this to be at the first meeting of the Board following each AGM when other appointments are determined by Trustees.

CHIEF OFFICER	Daniel Bamford
COMPANY SECRETARY	Daniel Bamford
REGISTERED OFFICE	40-44 Church End London NW4 4JT
AUDITORS	Price Bailey LLP 24 Old Bond Street London W1S 4AP
BANKERS	HSBC Bank plc Coventry District Service Centre Harry Western Road Binley Coventry CV3 2TQ

BARNET CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)

Introduction

Citizens Advice Barnet (CAB) exists to help people who live, work or study in the London Borough of Barnet to resolve their problems. We do this through providing free, confidential, impartial and independent advice, information and assistance. We are here for everyone, whatever their advice needs.

2022/23 was another year dominated by external pressures – with high inflation and rapid rises in the cost of living, our advice was needed more than ever and we saw many hundreds of people contacting us for the first time in their lives. We have continued to focus on meeting the needs of our volunteers, staff, and above all, the people we help, delivering on our strategic priorities of being accessible, sustainable, and supporting our people.

Our Work

Our core work is delivered through the Community Advice Service (CAS), funded by the London Borough of Barnet and procured by competitive tender. This service provides general information and advice to people who live, work or study in the Borough, and is available through all channels - telephone, face to face and email.

We continued to be part of the pan-London telephone adviceline service, alongside Citizens Advice in 7 other London Boroughs, which brought the significant benefit of a Freephone number for people to use to contact us, as well as a voicemail facility. We also benefit from shared expertise among other Citizens Advice offices and are able to share best practice.

We continued to deliver, as well as expanded, the Help to Claim service which assists people needing to claim Universal Credit. This is a telephone and webchat service, offering an initial benefits check to see if people would be better off on Universal Credit (which for most is an in-work benefit), and ongoing support until the first payment is received. It continued to see heavy demand as the pandemic upended the job market, with significant numbers of people being forced into low-paid work or out of work altogether.

An important and growing area of our work is complex casework. While the CAS is focused on general advice, our other projects aim to fill the gap where Legal Aid is not available but where the most vulnerable people need support to understand their rights and to access justice. This adds a great deal of value to our general advice service as we are able to offer a holistic package of support to our clients. Much of our work in this area would have been available under Legal Aid a decade ago, but due to continued cuts to this provision, we have stepped in to do work which would historically only have been carried out by solicitors. Our work in this sphere has led us to be awarded 'Centre of Excellence' status by the London Legal Support Trust, and it is vital in a Borough like Barnet where access to complex legal advice is in very short supply.

Macmillan Cancer Support continued to fund us to support people affected by cancer in Barnet, Enfield and Haringey. We carry out welfare benefits casework, making claims for benefits and applying for additional support to help people meet the extra costs experienced by cancer patients.

Trust for London continued to fund our specialist employment litigation and immigration casework project, helping people regularise their immigration status, challenge unfair dismissal, discrimination and non-payment of wages. We have used this project to build our wider organisational expertise in employment and immigration law, and are able to offer rewarding volunteering and professional development opportunities as a result.

Henry Smith Charity continued to fund our vital welfare benefits and debt casework. These are areas of advice where we have seen rapidly increasing demand, as well as increasing complexity, and this funding means that we can continue to meet those needs.

We were awarded funding from the Greater London Authority as part of a pan-London partnership to deliver specialist debt advice as part of the Cost of Living crisis across North London, as well as 'Advice First Aid' which is targeted training to frontline partners, giving them the tools they need to identify advice needs and best support Londoners.

City Bridge Trust awarded us a 5 year grant to deliver specialist immigration casework and to train a new immigration adviser as part of this. This allows us to continue, as well as expand our much needed immigration casework, which is very rare to find in the free advice sector, and helps ensure that future advice needs of the community are met.

Previously funded by the Barnet Community Innovation Fund, we were directly funded by Boost and Notting Hill Genesis to continue our successful method of partnership working. By placing an experienced adviser alongside their teams, we were able to reach new clients, making use of already established networks and offering a more holistic wrap-around service. In another new partnership, we were funded by Trussell Trust and Chipping Barnet food bank to provide an advice service for food bank users, working alongside food bank volunteers to help address the underlying problems that food bank users may have.

We continued to provide support for people applying to the EU Settlement Scheme, focusing on the most vulnerable people who would struggle to make the online applications themselves. This funding ended in June 2023.

We measure our success in these contracts and projects against stringent and targeted monitoring requirements, and more widely against independently audited quality of advice, financial management, and client and workforce satisfaction using the Citizens Advice Performance and Quality Framework.

The People we help, and the Issues we help them with

Barnet is the second-largest London Borough by population (389,300), and it has grown by 9.2% in the decade to 2021, outstripping population growth in London, and the country, as a whole.

Over 10,200 individuals received information and advice in the year, (8,700 clients in 2021/22) and we dealt with over 41,800 individual advice issues (2021/22: 33,000). This shows the complicated nature of people's problems as well as increased demand. It is extremely rare for someone to come to us now with just a single issue, and on average, each client comes to us with approximately 4 issues. We had 29,176 interactions with/ on behalf of clients which is approximately 3 interactions for each client (2021/22: 23,171) showing the growing nature of our work and the multiple interventions needed with a client, especially for the most vulnerable. For clients who are more able to address their issues themselves, we seek to empower them, and 37,895 people accessed advice self-help through our refreshed website - an enormous increase on the previous year (23,499 in 2021/22 and 15,000 the year before).

What is notable in 2022/23 is that, of the 10,200 people who contacted us, 32% of our clients came from just four wards in Barnet – Colindale (South and North), Burnt Oak and Hendon, the first three of which are the most deprived in Barnet. To help meet their needs in the most deprived wards, we provide outreach services in Grahame Park and at Burnt Oak Library, and there is a clear link between deprivation and the need for our

advice. This is what drives our outreach programme, which we are seeking to expand over the coming year.

Client demographics show little change from the previous year. We saw a slight rise in 55-64 year olds contacting us (21%) compared to the previous year (2021/22: 17%) and more clients who stated their ethnicity as white (56%) contacted us compared to the previous year (2021/22: 48%), but there were no other significant or notable differences.

The main issues we advised on in the year were all welfare benefits-related (60%, up from 51% in 2021/22), while debt advice decreased from 10% to 8% of all cases. The number of Universal Credit claims (7,703) understandably rose, after we took on the expanded Help to Claim project (2021/22: 3,060).

There was a 9% increase in claims for Personal Independence Payment, rising to 3,234. This is unprecedented, and again shows the massive toll on people's physical and mental health that the cost of living crisis has taken. Furthermore, we saw a 9% rise in demand for advice on dealing with fuel debts, again due to the cost of living crisis. We can support clients with prepayment meters by offering them fuel vouchers and we issued 128 vouchers totalling £5,246. We are also able to support clients with small grants and food vouchers.

Working in Partnership

We continued to strengthen our existing relationships within the voluntary, community and faith sector in Barnet, as well as building new partnerships locally and with wider stakeholders. We know that the demand for advice, especially in the highly disrupted society we inhabit, cannot be fully met, so our partnership work rightly focuses on increasing capacity and expertise within the sector, sharing best practice and supporting each other to the ultimate benefit of those who use our services. To this end, we meet regularly with voluntary and statutory sector partners to work together, find synergies and avoid unnecessary duplication of services.

During 2022/23 we have established or continued partnerships with BOOST, Notting Hill Genesis housing association, Chipping Barnet food bank, St James Church in New Barnet, numerous local Citizens Advice offices across London, among others. We have also worked with partners and the wider sector to increase incoming referrals, to help join up the advice sector and simplify our client journey. In 2021/22 we received 516 incoming referrals for advice (2021/22: 519).

Our People

Our services are delivered by a staff team of 42 people (2021/22: 36), and 68 volunteers supported us over the year (2021/22: 49). Our staff and volunteers are committed professionals who provide unrivalled support to the poorest and most vulnerable residents of Barnet. Volunteers undertake a wide variety of roles, including advisers, assessors, receptionists, administrative support and trustees. All new volunteers complete a comprehensive competency-based training programme that underpins the high quality of advice that the role demands. We continue to support our people as a key strategic priority, and this remains especially important as we try to navigate new, post-pandemic ways of working.

During the year we continued a programme of organisational development with experienced facilitators, involving the whole team in reshaping our organisational values. This work is almost concluded and we will be embedding these values in the

way we work. We want to support our whole team, and have new initiatives in place such as allowing staff to try out other roles in the organisation and a generous training and development allowance, as well as continuing access to a comprehensive Employee Assistance Programme. A focus of the wellbeing of our people is key to our strategy in the coming year, as the work we do becomes more difficult and we are seeing many clients at crisis point.

Achievements and Performance

Over 10,200 individuals received information and advice in the year (8,700 in 2021/22). We dealt with over 41,800 individual advice issues (2021/22: 33,000), which shows the complicated, often multi-faceted nature of people's problems. It is extremely rare for someone to come to us with just a single issue - much more common is a collection of inter-related problems which need to be addressed holistically and methodically. We seek to empower people wherever possible, and 37,895 people accessed advice self-help through our website - an enormous increase on the previous year (2021/22: 23,499) and the year before (2020/21: 15,500). This is a direct reflection of the need for advice locally as the cost of living crisis bites.

As part of our Community Advice Service, we took 5,640 calls on our telephone helpline (2021/22: 8,923), we advised 2,488 people by e-mail (2021/22: 1,834), and received 516 referrals from other organisations (2021/22: 519) and we held 1,198 general advice appointments (2021/22: 1,608). The reduction in client numbers on CAS is likely down to the significant increase in website 'self help' and other channels such as outreaches and digital advice. This service generated confirmed outcomes of £500,000.

Our Macmillan service helped 720 cancer patients and their families with over 5,905 issues (2021/22: 620 people with 4,742 issues). This service generated £3.4 million of additional income for clients through benefits claims, Blue Badge entitlements and other grants (2021/22: £2.1 million). This project involved complex casework for clients suffering from cancer, of which 27% of had either a terminal diagnosis or were receiving palliative care.

Our expanded Help to Claim service helped 4,055 people claim Universal Credit worth £4 million (2021/22: 1,030 people, £2.2 million). There was a vast increase in the number of clients helped, as this project was substantially expanded from 1 April 2022 due to our successful track record.

Our specialist casework teams continued to support people with highly complex welfare benefits, debt, employment and immigration issues, conducting complex litigation for extremely vulnerable clients. Our expertise in these areas is widely recognised and we continue to be a London Legal Support Trust Centre of Excellence, an accolade granted to a very small number of Local Citizens Advice agencies.

Financial Review

The SOFA on page 15 shows an increase in income to £1,144,497 compared to the previous year (2022: £1,028,462) This increase was mainly due to the increased grant from National Citizens Advice for the Help to Claim project of £353,530 from £163,524 received in the previous financial year ending 31st March 2022.

The local authority remains the second largest provider for services.

The reduction in reliance on LBB funding was supported by continued funding for its main projects funding by Macmillan Cancer Trust, Trust for London, Citizens Advice,

Henry Smith and the Home Office and those funds represented significant percentages of overall income as follows:

Macmillan Cancer: 13% (2022:11%)

Trust for London: 6% (2022: 6%)

Citizens Advice 31% (2022:18%)

Home Office 4% (2022:15%)

Henry Smith 5% (2022:0%)

Although there was planned investment in increased capacity, CAB continued to monitor and control costs effectively, in line with the increase in income. Expenditure in the financial year ending 31st March 2023 has increased to £1,293,491 compared with £1,038,158 in the previous year.

Of the costs in the year, 79% (2022: 76%) relate to our people and include the costs of recruiting, rewarding and developing our paid staff and training and supporting our volunteers. Management and trustees regularly review the allocation of work among staff and volunteers to identify ways of improving both service quality and cost efficiency. In other areas, our finance and administrative staff keep a close control of costs.

Our free reserves target is set at 18 weeks of operating expenditure. As our reserves are above the minimum level set in this target, trustees have agreed in principle to invest funds for further development of our services.

Reserves Policy and Designated Funds

- Staff Fund
  A fund to ensure that CAB is able to cover contracted payments to staff such as unfunded salary changes, redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.

- IT/Premises Fund
  A fund to provide for the cost of relocating to new premises at the expiry or termination of the current lease, and for the cost of major repairs and maintenance (including IT upgrade costs) for the next 3-5 years

- Service Development Fund
  A fund to allow CAB to develop new projects or areas of work, and to conduct feasibility studies on such ·projects. Funds have been designated to fund additional supervision, communications and marketing support, business development, training support and office administration, which will allow CAB to meet its objectives.

- Restricted reserves
  Funds are restricted by the donor or funder and cannot be used for the general purposes of CAB. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between CAB's financial year and the funding year of the project concerned.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Citizens Advice Barnet is a member of Citizens Advice (the national association of Citizens Advice organisations) which, via its Membership Scheme, provides a framework that oversees all charitable activities that are delivered to service users. Citizens Advice sets defined quality standards for advice and information services, financial and information management and intensively reviews members' organisational performance to ensure these standards are met.

The Board of Trustees has overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice. Trustees are committed to creating an inclusive workplace, to participation by staff and volunteers in the development of the service and provide opportunities for this through the business planning process and the formulation of service priorities and objectives.

The Board meets at least four times a year and in 2022/23 it met on five occasions. The Board delegates certain staff and HR matters to the People and Culture Committee, while financial scrutiny, risk management and development of financial policy and procedures are delegated to the Finance Committee. The minutes and recommendations of all committees are presented and reviewed at full Board meetings. The Board delegates day to day responsibility to the Chief Officer who is required to attend Board meetings and report on operational and financial matters.
The Board seeks to ensure that Trustees are broadly representative of the local community and have the necessary skills and abilities to ensure good governance. Trustees are recruited following Citizens Advice guidance through advertising in local and national media as well as canvassing local Voluntary and Community Sector organisations, with a focus on recruiting those with skills identified as desirable through regular Board skills audits.

Suitable candidates are interviewed by a panel of Trustees and are invited to attend at least one meeting of the Board before being formally appointed.

New Trustees are provided with a comprehensive induction, including observation of service delivery, and provided with relevant governance documentation. Board members are also encouraged to participate in relevant governance training and conferences provided by Citizens Advice and other bodies.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of Trustees expenses and related party transactions are disclosed in the notes to the accounts.

Organisational Management

The Executive Team consists of the Chief Officer, Daniel Bamford, the Head of Services and Quality, Charlene Marks, the Business Development Manager, Louise Broadbent, and included Finance Manager, Maisha Crush (resigned November 2022). The Key Management Personnel also included Sayeed Rahman and Nadya Bari (Project Managers).

The Chief Officer meets regularly with the Chair for supervision and to plan the work of the Board. The Chief Officer and Executive Team are responsible for putting into effect

the strategies and objectives of the Board as expressed in the Business Plan. The Chief Officer works closely with staff, volunteers and external stakeholders to ensure effective implementation of the Business Plan.

The Trustees have in place arrangements for setting the pay and remuneration of the Executive Team. Remuneration for all staff is reviewed annually, by the Board's People and Culture Committee and as part of the annual budget setting process. External benchmarking is carried out every three years and inflationary increases are considered annually. Any increase will be made with regard to affordability for the charity.

RISK MANAGEMENT

The Board carries out an annual risk assessment and the organisation updates its risk register on an ongoing basis throughout the year. The register is reviewed quarterly by the Finance Committee and the Chief Officer presents a report on emerging risks to each meeting of the Trustees. The Board has assessed the major risks to which the charity is exposed, and these are detailed below with a summary of plans for managing this risk.

- A significant reduction or loss of funding from LB Barnet.

  The Executive Team maintains a close relationship with Council officers, including quarterly meetings to review expected outputs and outcomes of the services funded by LBB and to agree revisions to plans accordingly. This information is also reviewed by trustees at each Board meeting. We have appointed a Business Development Manager to further strengthen our fundraising ability and to reduce the impact of contractions in local authority funding caused by ongoing financial pressures.

- Insufficient new income generated to support service delivery.

  The Executive Team works to identify and apply for new sources of income to enable the organisation to meet its strategic priorities and support service delivery and the trustees receive a report on the number of applications made and their outcome at each meeting. Expenditure is closely monitored, and plans developed to reduce management and overhead costs.

- Loss of key personnel and recruitment and retention of staff

  We have policies and processes in place to recruit and retain suitable staff and volunteers. We ensure training plans are in place and revised annually. Staff and volunteers' annual feedback is reported to Trustees and we strive to increase engagement and satisfaction from staff and volunteers. During 2022/23 we engaged a team of consultants to help us with our organisational development and to inform priorities around staff wellbeing and support.

PUBLIC BENEFIT

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements and are in line with our charitable aims and objectives. Citizens Advice Barnet's main activities are described in the 'our work' section of this report.

FUNDRAISING

Fundraising Statement 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities.

Barnet Citizens Advice Bureau understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not use any internal fundraisers or external agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year (2022: none). The trustees monitor fundraising activities on a regular basis.

PLANS FOR THE FUTURE

In 2022/23 we worked within the strategic objectives specified in our Business and Development Plan. The plan set out the aims and purposes of the organisation and the context in which we work. We have three main objectives:

- We will be accessible
- We will be sustainable
- We will support and develop our people

These have remained relevant and continue to be so. We have largely come through the disruption of Covid- 19, only to find ourselves in a pronounced economic downturn and protracted and painful cost of living crisis, which affects our clients, our staff and our volunteers. This has already started to drive up demand on our services, so remaining accessible is a key part of our future development. We have shifted our focus to partnership working, and joining our advice to already existing community initiatives. We know that we need to get our advice to where people need it, rather than waiting for them to come to us, and this is a vital part of our community outreach strategy.

We have already successfully explored new sources of funding, and will continue this, alongside making a concerted effort to raise our public profile and investigate individual and corporate giving, to further support our future sustainability. Our partnership working will continue, and we will look to share resources without compromising on quality, bringing skills and expertise to the wider sector, enabling community groups and increasing their confidence in advice giving.

We will continue to support our staff and volunteers - we will work to implement and live our organisational values, offer development opportunities and rewarding career paths for our people, while making sure that their wellbeing is effectively supported. We have restructured our Executive Team to include a Head of People and Central Services role for the first time, to focus on developing and implementing our people strategy, retaining and training high quality staff and volunteers and developing them for the future. This will ensure our continued resilience as an organisation and that we continue to provide high-quality advice, information and casework to all Barnet residents well into the future.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under Company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP FRS102 (2019);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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

In so far as the trustees are aware:

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

SMALL COMPANY EXEMPTIONS

This report has been prepared taking advantage of the small companies' exemption of section 41SA of the Companies Act 2006.

This report was approved and authorised for issue by the Trustees and signed on its behalf

.....

Valerie Harrison (Chair)

Date: 21/11/23

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF BARNET CITIZENS ADVICE BUREAU

Opinion
We have audited the financial statements of Barnet Citizen's Advice Bureau (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities incorporating the Income and Expenditure account, the Balance Sheet, the Statement of Cash Flows and the related notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

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

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

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

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 course of 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 trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report 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 directors' report

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the sector in which it operates and considered the risk of the charitable company not complying with the applicable laws and regulations including fraud; in particular those that could have a material impact on the financial statements, including financial reporting. In relation to the operations of the charitable company this included compliance with the Charities Act 2011 and Companies Act 2006.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

- Review of legal fees incurred;
- Reviewing minutes of Trustee Board meetings;
- Agreeing the financial statement disclosures to underlying supporting documentation;
- Enquiring of management including those charged with governance;
- Reviewing key accounting policies and estimates

Management override: To address the risk of management override of controls, we carried out testing of journal entries and other adjustment for appropriateness. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx.

This description forms part of our auditor's report.

Use of our report
This report is made solely to the charitable company's Trustees, 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 Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Michael Cooper-Davis FCCA ACA (Senior Statutory Auditor)
For and on behalf of
Price Bailey LLP
Chartered Accountants
Statutory Auditors

24 Old Bond Street
London
W1S 4AP

Date: 27 November 2023

BARNET CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 Unrestricted General funds £	Unrestricted Designated funds £	Restricted funds £	Total funds £	2022 (as restated) Total funds £
INCOME						
Donations and legacies	3	25,584	-	-	25,584	28,172
Charitable activities	4	347,553	-	768,071	1,115,624	1,000,237
Investments	5	3,289	-	-	3,289	53
Total income		**376,426**	**-**	**768,071**	**1,144,497**	**1,028,462**
EXPENDITURE						
Charitable activities		(376,426)	(149,052)	(768,013)	(1,293,491)	(1,038,158)
Total expenditure	6	**(376,426)**	**(149,052)**	**(768,013)**	**(1,293,491)**	**(1,038,158)**
Transfer between funds		(4,936)	125,750	(120,814)	-	-
(EXPENDITURE)/INCOME BEING NET MOVEMENT IN FUNDS	15/16	**(4,936)**	**(23,302)**	**(120,756)**	**(148,994)**	**(9,696)**
RECONCILIATION OF FUNDS						
Total funds brought forward		347,735	234,259	128,508	710,502	757,274
Prior year adjustment	20	-	-	37,076	37,076	-
Adjusted opening balance		347,735	234,259	165,584	747,578	757,274
TOTAL FUNDS CARRIED FORWARD		**342,799**	**210,957**	**44,828**	**598,584**	**747,578**

All income and expenditure has arisen from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes to the accounts are shown on pages 20-34 and form an integral part of these financial statements.

BARNET CITIZENS ADVICE BUREAU
(Company number: 02627909)

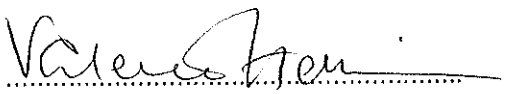
BALANCE SHEET
AS AT 31 MARCH 2023

	Notes	£	2023 £	£	2022 (as restated) £
FIXED ASSETS					
Tangible fixed assets	12		41,119		57,935
CURRENT ASSETS					
Debtors	13	210,650		212,575	
Cash at bank and in hand		486,627		560,364	
TOTAL CURRENT ASSETS		**697,277**		**772,939**	
LIABILITIES					
Creditors: amounts falling due within one year	14	(139,812)		(83,296)	
NET CURRENT ASSETS			557,465		689,643
TOTAL ASSETS LESS CURRENT LIABILITIES			598,584		747,578
Restricted income funds	15		44,828		165,584
Unrestricted funds					
Designated funds	16		210,957		234,259
General funds	16		342,799		347,735
Total Unrestricted Funds			553,756		581,994
TOTAL FUNDS			**598,584**		**747,578**

The notes to the accounts are shown on pages 20-34 and form part of these financial statements.

These financial statements have been prepared in accordance with special provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees and signed on their behalf by:



Valerie Harrison (Chair)

Date: 21/11/23

BARNET CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023	2022 (as restated)
		£	£
Reconciliation of net income to net cash flow from operating activities:			
Net income for the reporting period (as per the Statement of Financial Activities)		(148,994)	(9,696)
Adjustments for:			
Depreciation charges	12	21,377	19,339
Dividends, interest and rents from investments		(3,289)	(53)
Decrease / (increase) in debtors		1,925	(71,854)
Increase / (decrease) in creditors		56,516	(24,109)
Net cash provided by / (used in) operating activities:		(72,465)	(86,373)
Cash flows from investing activities:			
Dividends, interests and rents from investments		3,289	53
Purchases of fixed assets	12	(4,561)	(23,832)
Net cash (used in) investing activities:		(1,272)	(23,779)
Change in cash and cash equivalents in the reporting period		(73,737)	(110,152)
Cash and cash equivalents at the beginning of the reporting period		560,364	670,516
Cash and cash equivalents at the end of the reporting period:		**486,627**	**560,364**

The notes to the accounts are shown on pages 20-34 and form part of these financial statements.

BARNET CITIZENS ADVICE BUREAU

ANALYSIS OF NET DEBT
FOR THE YEAR ENDED 31 MARCH 2023

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank in hand	560,364	(73,737)	486,627
	560,364	**(73,737)**	**486,627**

The notes to the accounts are shown on pages 20-34 and form part of these financial statements.

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (updated 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Barnet Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are presented in Sterling (£).

b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. As at 31 March 2023 there were 9 members (2022: 9). The charity was incorporated within England and Wales, and the registered address is 40 – 44 Church End, London, NW4 4JT.

c) Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast has been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecast indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

As part of their review the Board of trustees have additionally considered the implications of the current Coronavirus Pandemic on the going concern assumption. The economic impact on the charity due to the Coronavirus Pandemic is subject to unprecedented levels of uncertainty with the full range of possible effects unknown. Sensitivity analyses have been applied to the forecasts to assess a range of potential impacts from the Coronavirus Pandemic. In the analyses, a variety of assumptions were modelled with varying degrees of impact and duration. Whilst there is evidence of negative effects on income and cash flows, the resulting sensitised forecasts continue to support the going concern assumption and the Board of trustees are confident they can take sufficient mitigating action to ensure that available funds will be sufficient for the charity's needs.

1 **Accounting policies (continued)**

d) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are Barnet Citizens Advice Bureau's work or for educational projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income from government and other grants, whether 'capital' grants or 'revenue' grants are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance for a future fundraising event, or for a grant received relating to the following year is deferred until the criteria for income recognition are met.

Bank interest is recognised on an accruals basis.

f) Expenditure and Value Added Tax

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Expenditure on charitable activities has been included in the relevant cost categories. Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance costs, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

1 **Accounting policies (continued)**

g) **Volunteers**
The value of the services provided by volunteers is not incorporated into these financial statements. A further detail of their contribution is provided in the Trustees report.

h) **Fixed assets**
Fixed asset additions are capitalised at cost less the amount of any specific grants received in respect of the purchase of those assets. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Leasehold improvements	10 years straight line
Computer equipment	5 years straight line
Fixtures, fittings and equipment	10 years straight line

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

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

Accrued income is included at the best estimate of the amounts receivable at the balance sheet date.

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

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

l) **Financial instruments**
The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost and all other assets and liabilities are recorded at cost which is their fair value.

m) **Pensions**
Employees of the charity are entitled to join a defined contribution 'money purchase' scheme.

The costs of the defined contribution scheme are included within the associated staff costs and allocated therefore to raising funds, charitable activities, support and governance costs.

n) **Operating leases**
Operating leases are recognised over the period of which the lease falls due.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

o) **Taxation**
The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2 Key sources of judgement and estimation uncertainty

No significant judgements, accounting policies or assumptions have been made by management in applying the charity's accounting policies.

3 Donations and Legacies

	2023 £	2022 £
Donations	25,584	28,172

Income from donations and legacies was £25,584 (2022 - £28,172) of which £Nil (2022 – £16,107) was attributable to restricted funds and £25,584 (2022 - £12,065) was attributable to unrestricted funds.

4 Charitable Activities

	2023 £	2022 (as restated) £
Local Government contracts:		
Community Advice Service	347,553	347,552
	347,553	347,552
Grants Received:		
Generalist Advice	-	-
Advice – Welfare Benefits	501,836	314,043
Financial Capability	-	8,450
Specialist Employment and Immigration	120,245	216,047
Other Services	145,990	114,145
	768,071	652,685
Total Charitable Activities	1,115,624	1,000,237

The income from charitable activities received was £1,115,624 (2022: £1,000,237) of which £347,553 was unrestricted (2022: £347,552) and £768,071 was restricted (2022: £652,685).

4 Charitable Activities (continued)

Total income of £347,553 (2022: £347,552) was received from the London Borough of Barnet. These funds were received to deliver the Community Advice Support service. There were no unfulfilled conditions or other contingencies attaching to these grants.

5 Investment Income

	2023 £	2022 £
Bank interest	3,289	53

Investment income of £3,289 (2022: £53) was attributable to unrestricted funds.

6 Analysis of Expenditure

	Direct Costs £	Support Costs (note 7) £	2023 Total Costs £
Generalist Advice	382,649	142,829	525,478
Advice Services - Welfare Benefits	368,141	133,697	501,838
Financial Capability	-	-	-
Specialist Information, Advice and Advocacy service	177,959	43,937	221,896
Specialist Employment and Immigration	30,045	6,622	36,667
Other services	7,612	-	7,612
	966,406	327,085	1,293,491

	Direct Costs £	Support Costs (note 7) £	2022 Total Costs £
Generalist Advice	189,482	126,005	315,487
Advice Services - Welfare Benefits	231,178	73,041	304,219
Financial Capability	10,436	2,113	12,549
Specialist Information, Advice and Advocacy service	-	86,628	86,628
Specialist Employment and Immigration	190,937	26,418	217,355
Other services	69,356	32,564	101,920
	691,389	346,769	1,038,158

£768,013 (2022: £629,094) of the above costs were attributable to restricted funds and £525,478 (2022: £409,064) was attributable to unrestricted funds.

7 Analysis of Support Costs

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2023 Costs £
Generalist Advice	93,755	39,186	9,888	142,829
Advice Services - Welfare Benefits	39,352	83,287	11,058	133,697
Financial Capability	-	-	-	-
Specialist Information, Advice and Advocacy Service	19,803	21,262	2,872	43,937
Specialist Employment and Immigration	3,000	3,140	482	6,622
Other	-	-	-	-
Total	**155,910**	**146,875**	**24,300**	**327,085**

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2022 Costs £
Generalist Advice	64,685	51,995	9,325	126,005
Advice Services - Welfare Benefits	35,445	35,445	2,151	73,041
Financial Capability	1,037	1,013	63	2,113
Specialist Information, Advice and Advocacy Service	47,908	37,268	1,452	86,628
Specialist Employment and Immigration	13,130	12,494	794	26,418
Other	18,918	12,667	979	32,564
Total	**181,123**	**150,882**	**14,764**	**346,769**

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

8 Governance Costs

	2023 £	2022 £
Legal and professional fees	900	3,759
Auditor's remuneration	9,350	9,640
Accountancy and taxation services	6,250	864
Trustees' meeting costs	7,800	501
	24,300	14,764

9 Analysis of staff costs and key management personnel

	2023 £	2022 £
Wages and salaries	933,016	698,141
Social security costs	70,715	59,316
Pension costs	19,108	13,408
	1,022,839	770,865

No Trustees received remuneration and other benefits from employment directly or through a related entity. Trustees were reimbursed for travel expenses in the year totalling Nil (2022: Nil). The total amount of expenses reimbursed to Trustees amounted to £8,184 (2022: £NIL).

The average monthly head count was 41 (2022: 32) and analysis of the staff employees in the year were:

	2023	2022
Managers	5	6
Other	36	26
	41	32

No employees received total emoluments of more than £60,000 in the year (2022: no employees).

The key management personnel of the charitable company consists of 5 members (2022: 6) of the Barnet Citizens Advice Bureau management team whose total remunerations including employer's pension contributions totalled £192,899 (2022: £248,900).

10 Net Income

	2023 £	2022 £
Net income is stated after charging:		
Depreciation	21,378	19,339
Auditor's remuneration:		
- for audit services	9,350	9,640
- for accountancy and taxation services	6,250	864
Operating lease rentals	4,258	37,438

11 Pension commitments

The charity operates a defined contribution pension scheme. Pension costs for the period have been charged at £19,108 (2022: £13,408) as outlined above. At the period end, £3,231 was owed to the scheme (2022: £2,255).

12 Tangible Fixed Assets

	Leasehold Improvements £	Computer Equipment £	Fixtures, Fittings and Equipment £	Total £
COST				
At 1 April 2022	92,802	206,279	84,178	383,259
Additions	-	4,561	-	4,561
As at 31 March 2023	92,802	210,840	84,178	387,820
DEPRECIATION				
At 1 April 2022	79,644	168,674	77,006	325,324
Charge for year	8,540	8,978	3,859	21,377
As at 31 March 2023	88,184	177,652	80,865	346,701
NET BOOK VALUE				
As at 31 March 2023	**4,618**	**33,188**	**3,313**	**41,119**
As at 31 March 2022	13,158	37,605	7,172	57,935

13 Debtors

	2023	2022 (as restated)
	£	£
Trade Debtors	171,360	175,499
Accrued Income and Prepayments	39,290	37,076
	210,650	212,575

14 Creditors: Amounts Falling Due Within One Year

	2023	2022
	£	£
Trade Creditors	15,802	19,338
Taxation and Social Security	20,777	15,989
Accruals and Deferred Income	96,230	41,943
Other Creditors	7,003	6,026
	139,812	83,296

14a Deferred income

	2023	2022
	£	£
Deferred income 1 April	-	14,145
Amount (released) in year	-	(14,145)
Amount deferred in year	70,172	-
	70,172	-

Income is deferred when received in the financial period but has not been earned by the end of the year.

15 Restricted funds

	As 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Macmillan Cancer Research	52,686	148,307	(148,306)	(52,687)	-
Access to Justice - Specialist Advice Scheme	23,542	14,672	(14,672)	(23,542)	-
Access to Justice CJF	1,000	-	-	(1,000)	-
Citizens Advice Energy Best Deal	3,743	-	-	(3,743)	-
Trust for London	(2,410)	68,813	(68,813)	2,410	-
Talisman Account	1,336	-	-	-	1,336
Home Office	4,018	51,432	(51,432)	(4,018)	-
Sara Young Legacy	8,800	-	-	(8,800)	-
Big Energy Savings Network	937	-	-	(937)	-
Smart Energy	156	-	-	(156)	-
Broadband Grant	1,000	-	-	(1,000)	-
Thames Water	1,950	-	-	(1,950)	-
London Borough of Barnet Winter Grant	3,800	-	-	-	3,800
Help to Claim	30,621	353,530	(353,530)	(30,621)	-
Census	3,308	-	-	(3,308)	-
Innovation Fund	(9,538)	-	-	9,538	-
LBB Barnet	6,250	-	-	-	6,250
Henry Smith	10,778	56,700	(56,700)	-	10,778
Chipping Barnet Foodbank	12,704	10,385	(10,328)	-	12,761
Arnold Clark	1,000	-	-	(1,000)	-
Other Restricted Funds	9,903	-	-	-	9,903
BOOST Notting Hill Genesis	-	13,170	(13,170)	-	-
BOOST Barnet Homes	-	13,170	(13,170)	-	-
City Bridge	-	17,042	(17,042)	-	-
RCJ Advice – GLA	-	13,237	(13,237)	-	-
National Citizens Advice – Open Door	-	1,154	(1,154)	-	-
National Citizens Advice – Others	-	6,459	(6,459)	-	-
TOTAL	165,584	768,071	(768,013)	(120,814)	44,828

15 Restricted funds (continued)

	As 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022 (as restated)
	£	£	£	£	£
Macmillan Cancer Research	22,921	150,520	(120,755)	-	52,686
Access to Justice Specialist Advice Scheme	23,542	-	-	-	23,542
Access to Justice CJF	1,000	-	-	-	1,000
Citizens Advice Energy Best Deal	8,779	7,200	(12,236)	-	3,743
Trust for London	-	62,750	(65,160)	-	(2,410)
Talisman Account	1,636	-	(300)	-	1,336
Home Office	2,916	153,297	(152,195)	-	4,018
Sara Young Legacy	8,800	-	-	-	8,800
Big Energy Savings Network	-	1,250	(313)	-	937
Smart Energy	156	-	-	-	156
Broadband Grant	1,000	-	-	-	1,000
Thames Water	1,950	-	-	-	1,950
London Borough of Barnet Winter Grant	3,800	-	-	-	3,800
Help to Claim	46,764	163,524	(179,667)	-	30,621
Census	-	4,410	(1,102)	-	3,308
Innovation Fund	-	57,197	(66,735)	-	(9,538)
LBB Barnet	-	6,250	-	-	6,250
Henry Smith	-	28,350	(17,572)	-	10,778
Chipping Barnet Foodbank	-	16,938	(4,234)	-	12,704
Arnold Clark	-	1,000	-	-	1,000
Other Restricted Funds	14,779	3,950	(8,826)	-	9,903
TOTAL	138,043	656,636	(629,095)	-	165,584

Broadband Grant is funded by Citizens Advice to assist bureaus in upgrading their broadband.

Thames Water Trust fund a debt advice and money mentoring scheme for people in water arrears.

Help to Claim is funded by Citizens Advice to provide advice and support to clients claiming Universal Credit.

The European Settlement Scheme is funded by the Home Office to deliver practical support to vulnerable EU Citizens and their family members and to help them make their EU Settlement Scheme application.

Access to Justice is funding to support the delivery of specialist legal advice in welfare benefits, immigration and employment law.

Macmillan Welfare Benefits project, funded by Macmillan Cancer Support, which provided specialist welfare benefits support to cancer patients.

Citizens Advice Energy Best Extra project, funded by Citizens Advice, which provide advice on reducing energy costs to people in need.

Trust for London funded project which supports people in need of legal advice casework for employment and immigration issues.

Talisman Account is a fund established to support destitute clients in emergency circumstances whereby the funding is not immediately available.

Sara Young Legacy is a fund for training events for volunteers, to be used over the next 4-5 years.

Big Energy Savings Network is funded from Citizens Advice to provide advice to help reduce energy costs to clients.

Smart Energy is funded by Citizens Advice to help inform and advise clients on smart energy such as smart meters.

Eastern European Project exists to provide advice specifically to clients from Eastern Europe.

COVID Response and COVID Equipment Fund to deliver equipment and activities specifically aimed to support communities through the COVID19 crisis.

Good Foundation Trust: Census exists to fund costs of gathering Census information during the 2021 census.

The Innovation Fund was funded by the London Borough of Barnet to be applied to specialist advice to enable the charity to meet its objectives and aims for stakeholders.

Henry Smith Charity Funded costs of the welfare benefits and debt casework.

Chipping Barnet Foodbank and Citizen Advice Barnet are partnering to increase the breadth of support and advice they can offer service users by utilising professional advice services.

BOOST – Notting Hill Genesis & Barnet Homes - Funding for an Outreach adviser to work in Burnt Oak and Grahame Park alongside existing community services.

City Bridge - Funding to support existing immigration advice and to train a new immigration adviser to OISC level 3 accreditation.

RCJ Citizens Advice – GLA Funding as part of a London-wide project to increase access to specialist debt and welfare benefits advice.

National Citizens Advice – Open Door - funding to allow us to cover more capacity to help clients who drop in to our offices.

Transfer between funds were undertaken to update the designations of some the general funds.

16 Unrestricted funds

	Balance as at 1 April 2022 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2023 £
Designated funds					
Staff Fund	78,298	-	(59,052)	35,834	55,080
IT/Premises Fund	87,772	-	-	-	87,772
Service Development Fund	68,189	-	(90,000)	89,916	68,105
Total designated funds	234,259	-	(149,052)	125,750	210,957
General funds	347,735	376,426	(376,426)	(4,936)	342,799
TOTAL UNRESTRICTED	581,994	376,426	(525,478)	120,814	553,756

	Balance as at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2022 £
Designated funds					
Staff Fund	42,187	-	(18,969)	55,080	78,298
IT/Premises Fund	87,772	-	-	-	87,772
Service Development Fund	221,305	-	(90,000)	(63,116)	68,189
Total designated funds	351,264	-	(108,969)	(8,036)	234,259
General funds	267,967	371,827	(300,095)	8,036	347,735
TOTAL UNRESTRICTED	619,231	371,827	(409,064)	-	581,994

Designated funds:

The Staff Fund includes a designation of £35,834 (2022: £55,080) to fund an inflationary cost of living increase of 5.4% to support staff with the current economic climate. The remaining balance relates to a previous salary review which was applied to align salaries with market rates.

The IT/Premises Fund does not include a designation this year (2022: £NIL). However, the balance relates to funds to upgrade IT server and equipment £50,000 (2022: £50,000) and a contingency for premises £37,772 (2022: £37,772).

The Service Development Fund does not include a designation (2022: £NIL). The balance of £68,106 includes funds set aside to cover unfunded posts.

17 Net assets by fund

	General funds £	Designated funds £	Restricted funds £	Total funds 2023 £
Tangible fixed assets	41,119	-	-	41,119
Current assets	441,492	210,957	44,828	697,277
Creditors falling due in less than one year	(139,812)	-	-	(139,812)
	342,799	210,957	44,828	598,584

	General funds £	Designated funds £	Restricted funds £	Total funds 2022 Restated £
Tangible fixed assets	57,935	-	-	57,935
Current assets	361,148	234,259	177,532	772,939
Creditors falling due in less than one year	(71,348)	-	(11,948)	(83,296)
	347,735	234,259	165,584	747,578

18 Related party transactions

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable. There were no other related party transactions (2022: none).

19 Commitments under operating leases

	Land and Buildings		Other	
	2023	2022	2023	2022
	£	£	£	£
Within one year	3,802	30,420	448	1,824
Two to Five years		-		480
Total	3,802	30,420	448	2,304

20 Prior year adjustments

The Macmillan Cancer Research restricted fund balance as at 31 March 2022 has been reduced by £37,076 due to an overstatement of income in the current year and an understatement of accrued income as at 31 March 2022. This has increased the total funds carried forward as at 31 March 2022 to £747,578 from previously stated £710,502 and decreased the total funds carried forward as at 31 March 2023 to £598,584.

BARNET CITIZENS ADVICE BUREAU

England & Wales - Charity number 1065835

Accounts

Registered Company Number: 02627909 (England & Wales)
Registered Charity No: 1065835

BARNET CITIZENS ADVICE BUREAU

(A charitable company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

BARNET CITIZENS ADVICE BUREAU

CONTENTS

	Page
Legal and administrative details	1 - 2
Trustees' report (incorporating directors' report)	3 - 10
Independent Auditor's report	11 - 13
Statement of Financial Activities	14
Balance Sheet	15
Cash Flow Statement	16
Analysis of Net Debt	17
Notes to the financial statements	18 - 32

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS

COMPANY NUMBER 02627909 (England & Wales)

CHARITY NUMBER 1065835

General Information

The activities of Barnet Citizens Advice Bureau are carried out by an organisation that is both a Registered Charity (no: 1065835) and a company limited by guarantee (No. 02627909). Both the charity and the company are formally registered as Barnet Citizens Advice Bureau. Citizens Advice Barnet is also part of the national Citizens Advice service through its membership of The National Association of Citizens Advice Bureaux.

The trustees of the charity are also the members of the company limited by guarantee and under the provisions of the Companies Act 2006 are liable to contribute a sum not exceeding £1 each in the event of the winding up of the Company; they are collectively referred to as the Trustees throughout this report.

The organisation's governance rules are set out in the Memorandum and Articles of Association of the company limited by guarantee which reflects the advice of the Charity Commission and conforms to the membership requirements of Citizens Advice.

Trustees act collectively as the Board of Citizens Advice Barnet and assume overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice.

The governance rules provide for a Board of between 4 and 21 persons, but the current Trustees have determined that a number between 10 and 13 provides an optimal size for its work while allowing for orderly succession planning. Trustees serve in a voluntary and unremunerated capacity and are appointed for terms of three years, if willing they can be re-elected for subsequent terms with no limit. Trustees are normally elected by the Annual General Meeting, but the constitution allows the Board to co-opt trustees, providing their number does not exceed one-third of the total. The Board's practice is to use co-option for appointments made between Annual General Meetings and for co-opted trustees to stand for election at the next Annual General Meeting following their appointment. Accordingly, all current Trustees are elected members of the Board.

The Trustees serving during the year and since the year-end were as follows.

Ben Ingber (Resigned as Chair on 03/03/22)
Tracey Baldwin (Vice-Chair, resigned: 09/06/22)
Ian Bretman (resigned: 17/01/22)
Keri Landau
Kimberly Ong
Jeremy Outen (Acting Treasurer, resigned: 17/01/22)
Maria Petnga-Wallace (resigned: 22/08/22)
Tasmin Shuker
Thomas Smith
Valerie Harrison (Appointed Chair on 03/03/22)
Vinay Mistry (resigned: 26/08/21)
Clare Lubin (resigned: 14/06/22)

The organisation's HR policies are followed for recruitment and induction of trustees and recruitment is by open selection through press advertising and other media. The Board regularly consider succession planning and reviews the skills and experience it needs against those of existing trustees in order to identify gaps that can be filled by future recruitment.

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS (continued)

Current Trustees possess an effective mix of skills encompassing professionalism in Personnel, Change Management, Accountancy, and Education. Some members combine their professional backgrounds with extensive experience of voluntary work.

The Company Secretary is appointed by Trustees and may be a paid member of staff. The term of the appointment is for Trustees to decide and the practice is for this to be at the first meeting of the Board following each AGM when other appointments are determined by Trustees.

CHIEF OFFICER	Daniel Bamford
COMPANY SECRETARY	Maisha Crush
REGISTERED OFFICE	40-44 Church End London NW4 4JT
AUDITORS	Price Bailey LLP 24 Old Bond Street London W1S 4AP
BANKERS	HSBC Bank plc Coventry District Service Centre Harry Western Road Binley Coventry CV3 2TQ

BARNET CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)

Introduction

Citizens Advice Barnet (CAB) exists to help people who live, work or study in the London Borough of Barnet to resolve their problems. We do this through providing free, confidential, impartial and independent advice, information and assistance. We are here for everyone, whatever their advice needs.

2021/22 was another year dominated by external pressures - the continuing economic and public health impact of Covid-19, the war in Ukraine bringing new challenges and the beginnings of a now ongoing cost of living crisis. We have continued to focus on meeting the needs of our volunteers, staff, and above all, the people we help, delivering on our strategic priorities of being accessible, sustainable, and supporting our people.

Our Work

Our core work is delivered through the Community Advice Service (CAS), funded by the London Borough of Barnet. This service provides general information and advice to people who live, work or study in the Borough, and is available through all channels - telephone, face to face, e-mail and webchat.

In May 2021, we joined a pan-London telephone adviceline service, alongside Citizens Advice in 7 other London Boroughs, which brought the significant benefit of a Freephone number for people to use to contact us, as well as a voicemail facility. We also benefit from shared expertise among other Citizens Advice offices and are able to share best practice.

We continued to deliver the Help to Claim service, for people needing to claim Universal Credit. This is a telephone and webchat service, offering an initial benefits check to see if people would be better off on Universal Credit (which for most is an in-work benefit), and ongoing support until the first payment is received. It continued to see heavy demand as the pandemic upended the job market, with significant numbers of people being forced into low-paid work or out of work altogether.

An important and growing area of our work is complex casework. While the CAS is focused on general advice, our other projects aim to fill the gap where Legal Aid is not available but where the most vulnerable people need support to understand their rights and to access justice. This adds a great deal of value to our general advice service as we are able to offer a holistic package of support to our clients. Much of our work in this area would have been available under Legal Aid a decade ago, but due to continued cuts to this provision, we have stepped in to do work which would historically only have been carried out by solicitors. Our work in this sphere has led us to be awarded 'Centre of Excellence' status by the London Legal Support Trust, and it is vital in a Borough like Barnet where access to complex legal advice is in very short supply.

Macmillan Cancer Support continued to fund us to support people affected by cancer in Barnet, Enfield and Haringey. We carry out welfare benefits casework, making claims for benefits and applying for additional support to help people meet the extra costs experienced by cancer patients.

Trust for London continued to fund our specialist employment litigation and immigration casework project, helping people regularise their immigration status, challenge unfair dismissal, discrimination and non-payment of wages. We have used this project to build our wider organisational expertise in employment and immigration law, and are able to offer rewarding volunteering and professional development opportunities as a result.

We were awarded a three-year grant from the Henry Smith Charity, allowing us to continue our vital welfare benefits and debt casework. These are areas of advice where we have seen rapidly increasing demand, as well as increasing complexity, and this funding means that we can continue to meet those needs.

Funded by the Barnet Community Innovation Fund, we established a new method of partnership working with BOOST, who offer employability support and welfare rights advice. By placing an experienced adviser alongside their team, we were able to reach new clients, making use of already established networks and offering a more holistic wrap-around service. In another new partnership, we were funded by Trussell Trust and Chipping Barnet food bank to provide an advice service for food bank users, working alongside food bank volunteers to help address the underlying problems that food bank users may have.

We also continued to provide support for people applying to the EU Settlement Scheme, focusing on the most vulnerable people who would struggle to make the online applications themselves. An increasing amount of our work has been targeted at the most needy people, and finding and helping those who have fallen between the cracks is a particular motivation for our team.

We measure our success in these contracts and projects against stringent and targeted monitoring requirements, and more widely against independently audited quality of advice, financial management, and client and workforce satisfaction using the Citizens Advice Performance and Quality Framework.

The People we help, and the Issues we help them with

Barnet is the second-largest London Borough by population (389,300), and it has grown by 9.2% in the decade to 2021, outstripping population growth in London, and the country, as a whole.

Almost 8,700 individuals received information and advice in the year, the same number as in 2020/21. We dealt with over 33,000 individual advice issues (2020/21: 32,500), and this shows the complicated nature of people's problems. It is extremely rare for someone to come to us now with just a single issue - much more common is a collection of inter-related problems which need to be addressed holistically and methodically. We seek to empower people wherever possible, and 23,499 people accessed advice self-help through our refreshed website - an enormous increase on the previous year (15,500).

What is notable in 2021/22 is that, of the 8,700 people who contacted us, almost 50% got in touch again about a new problem that they experienced. This suggests that the focus of our work is, rightly, on people who need the most support. 23% of our clients came from just three wards in Barnet - Colindale, Burnt Oak and West Hendon, which are the most deprived. To help meet their needs we provide outreach services in Grahame Park and at Burnt Oak Library, and there is a clear link between deprivation and the need for our advice. This is what drives our outreach programme.

Client demographics show little change from the previous year, except for a considerable rise in the number of people who were disabled or had a long term health condition (48%, up from 41% in 2020/21). This may be due to the increase in mental health conditions resulting from the pandemic and other societal factors, as well as an increased prevalence of Covid-related chronic illness.

The main issues we advised on in the year were all welfare benefits-related (51%, down from 55% in 2020/21), while debt advice increased from 7% to 10% of all cases. The number of Universal Credit claims halved - understandably, after the massive spike in the first year of the pandemic, but we saw a 35% increase in claims for Personal Independence Payment, rising to 3,058. This is unprecedented, and again shows the massive toll on people's physical and mental health that the past two years have taken. There was also a 45% increase in complaints about private rented property, as the moratorium on evictions ended and people found themselves facing homelessness.

Working in Partnership

We continued to strengthen our existing relationships within the voluntary, community and faith sector in Barnet, as well as building new partnerships locally and with wider stakeholders. We know that the demand for advice, especially in the highly disrupted society we inhabit, cannot be fully met, so our partnership work rightly focuses on increasing capacity and expertise within the sector, sharing best practice and supporting each other to the ultimate benefit of those who use our services. To this end, we meet regularly with voluntary and statutory sector partners to work together, find synergies and avoid unnecessary duplication of services.

During 2021/22 we have established or continued partnerships with BOOST, Notting Hill Genesis housing association, Chipping Barnet food bank, St James Church in New Barnet, numerous local Citizens Advice offices across London, among others. We have also worked with partners and the wider sector to increase incoming referrals, to help join up the advice sector and simplify our client journey. In 2021/22 we received 519 incoming referrals for advice (2020/21: 456).

Our People

Our services are delivered by a staff team of 36 people (2020/21: 30), and 49 volunteers supported us over the year (2021/21: 41). Our staff and volunteers are committed professionals who provide unrivalled support to the poorest and most vulnerable residents of Barnet. Volunteers undertake a wide variety of roles, including advisers, assessors, receptionists, administrative support and trustees. All new volunteers complete a comprehensive competency-based training programme that underpins the high quality of advice that the role demands. We continue to support our people as a key strategic priority, and this remains especially important as we try to navigate new, post-pandemic ways of working. During the year we completed an organisational values exercise and are now working to embed those values into our organisational culture - the world of work has changed a huge amount since 2020 and we look to support our staff and volunteers through that. All staff benefit from a generous professional development allowance, and all our people benefit from an Employee Assistance Programme.

Achievements and Performance

Almost 8,700 individuals received information and advice in the year, the same number as in 2020/21. We dealt with over 33,000 individual advice issues (2020/21: 32,500), and this shows the complicated nature of people's problems. It is extremely rare for someone to come to us now with just a single issue - much more common is a collection of inter-related problems which need to be addressed holistically and methodically. We seek to empower people wherever possible, and 23,499 people accessed advice self-help through our refreshed website - an enormous increase on the previous year (15,500).

As part of our Community Advice Service, we took 8,925 calls on our telephone helpline (2020/21: 10,029), we advised 1,834 people by e-mail (2020/21: 1,840), and received 519 referrals from other organisations (2020/21: 456). We helped 733 people via instant messaging service (2020/21: 230). 1,608 general advice appointments were offered (2020/21: 1,485), and 1,875 received specialist advice and casework.

Our Macmillan service helped 620 cancer patients and their families with over 4,742 issues (2020/21: 587 people with 3,346 issues). This service generated £2.1 million of additional income for clients through benefits claims, Blue Badge entitlements and other grants (2020/21: £1.1 million).

Our Help to Claim service helped 1,030 people claim Universal Credit worth £2.2 million (2020/21: 1,536 people, £3.1 million), and this project has since been substantially expanded,

Our specialist casework teams continued to support people with highly complex welfare benefits, debt, employment and immigration issues, conducting complex litigation for extremely vulnerable clients. Our expertise in these areas is widely recognised and we continue to be a London Legal Support Trust Centre of Excellence, an accolade granted to a very small number of Local Citizens Advice agencies.

Overall, our work generated positive financial outcomes of an incredible £5.5 million for clients (up from £4.7 million in 2020/21 and £3.6 million in 2019/20). This shows the tangible value of our work, as this all represents additional money in the local economy.

Financial Review

Citizens Advice Barnet continued to sustain its activities in a challenging environment. It renewed its grant with its main provider, the London Borough of Barnet (LBB), for further 5 years beginning April 2021 which served to provide stability for its activities. However this was funded at a reduced rate with plans to diversify its funding streams. This reduction and planned investment to increase capacity in the financial year ending 31st March 2022 resulted in an overall planned deficit being reported in the year of £46,772 (2021: surplus £37,323).

The SOFA on page 15 shows a reduction in income of £991,386 compared to the previous year (2021: £1,148,865). This reduction was mainly due to the reduced grant from the London Borough of Barnet, from £476,821 to £404,750 (which included a one year fund for Innovation amounting to £57,197) in the financial year ending 31st March 2022. The local authority however remain the largest provider for services, representing 40% of overall income (2021: 45%). The reduction in income from the local authority was mainly due to discontinued funding for Advocacy services which were previously provided by CAB's partner, Mind in Barnet (2021: £90,000).

In addition, income was less than prior year due to the reduced COVID related income. COVID related income amounted to 0% of Income in the financial year ended 31st March 2022 compared with 8% in the previous year.

The reduction in reliance on LBB funding was supported by continued funding for its main projects funding by Macmillan Cancer Trust, Trust for London, Citizens Advice and the Home Office and those funds represented significant percentages of overall income as follows:

Macmillan Cancer: 11% (2021:9%)

Trust for London: 6% (2021: 4%)

Citizens Advice 18% (2021:13%

Home Office 15% (2021:13%)

Although there was planned investment in increased capacity, CAB continued to monitor and control costs effectively, in addition to pandemic closures which resulted in an overall reduction in Expenditure in the financial year ending 31st March 2022 to £1,038,158 compared with £1,111,542 in the previous year.

Of the costs in the year, 76% (2021: 70%) relate to our people and include the costs of recruiting, rewarding and developing our paid staff and training and supporting our volunteers. Management and trustees regularly review the allocation of work among staff and volunteers to identify ways of improving both service quality and cost efficiency. In other areas, our finance and administrative staff keep a close control of costs.

As our reserves are above the minimum level set in our reserves policy, trustees have agreed in principle to invest funds for further development of our services. Our approach to investment is explained in the section on Plans for the Future on page 9.

Reserves Policy

- Staff Fund
  A fund to ensure that the bureau is able to cover contracted payments to staff such as unfunded salary changes, redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise. Funds include a potential 5% pay increase subject to pay review for all staff.

- IT/Premises Fund
  A fund to provide for the cost of relocating to new premises at the expiry or termination of the current lease, and for the cost of major repairs and maintenance (including IT upgrade costs) for the next 3-5 years

- Service Development Fund
  A fund to allow CAB to develop new projects or areas of work, and to conduct feasibility studies on such projects. Funds have been designated to fund additional supervision, communications and marketing support, business development, training support and office administration, which will allow CAB to meet its objectives.

- Restricted reserves
  Funds are restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Citizens Advice Barnet is a member of Citizens Advice (the national association of Citizens Advice organisations) which, via its Membership Scheme, provides a framework that oversees all charitable activities that are delivered to service users. Citizens Advice sets defined quality standards for advice and information services, financial and information management and intensively reviews members' organisational performance to ensure these standards are met.

The Board of Trustees has overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice. Trustees are committed to creating an inclusive workplace, to participation by staff and volunteers in the development of the service and provide opportunities for this through the business planning process and the formulation of service priorities and objectives.

The Board meets at least four times a year and in 2021/22 it met on five occasions. The Board delegates certain staff and HR matters to the People and Culture Committee, while financial scrutiny, risk management and development of financial policy and procedures are delegated to the Finance Committee. In addition, a group of Trustees, along with Senior Management, meet regularly to discuss the formulation and implementation of service delivery changes and new projects. This is a more flexible arrangement than a standing committee and allows for more timely scrutiny and support of these objectives, also considering cases for investing some of our reserves in feasibility studies and pilot projects. The minutes and recommendations of all committees are presented and reviewed at full Board meetings. The Board delegates day to day responsibility to the Chief Officer who is required to attend Board meetings and report on operational and financial matters.

TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT) (continued)

The Board seeks to ensure that Trustees are broadly representative of the local community and have the necessary skills and abilities to ensure good governance. Trustees are recruited following Citizens Advice guidance through advertising in local and national media as well as canvassing local Voluntary and Community Sector organisations, with a focus on recruiting those with skills identified as desirable through regular Board skills audits.

Suitable candidates are interviewed by a panel of Trustees and are invited to attend at least one meeting of the Board before being formally appointed.

New Trustees are provided with a comprehensive induction, including observation of service delivery, and provided with relevant governance documentation. Board members are also encouraged to participate in relevant governance training and conferences provided by Citizens Advice and other bodies.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of Trustees expenses and related party transactions are disclosed in the notes to the accounts.

Organisational Management

The Executive Team consists of the Chief Officer, Daniel Bamford, the Head of Services and Quality, Charlene Marks, and Finance Manager, Maisha Crush. The Key Management Personnel also included Safia Akram, Sayeed Rahman and Nadya Bari (Project Managers) and Louise Broadbent (Business Development Manager).

The Chief Officer meets regularly with the Chair for supervision and to plan the work of the Board. The Chief Officer and Executive Team are responsible for putting into effect the strategies and objectives of the Board as expressed in the Business Plan. The Chief Officer works closely with staff, volunteers and external stakeholders to ensure effective implementation of the Business Plan.

The Trustees have in place arrangements for setting the pay and remuneration of the Executive Team. The remuneration of the Chief Officer is reviewed annually in a process led by the Chair of Trustees which includes benchmarking against pay levels of similar charities. Remuneration for the rest of the Executive Team is reviewed annually along the rest of the staff, by the Board's People and Culture Committee and as part of the annual budget setting process. External benchmarking is carried out every three years and inflationary increases are considered annually. Any increase will be made with regard to affordability for the charity.

RISK MANAGEMENT

The Board carries out an annual risk assessment and the organisation updates its risk register on an ongoing basis throughout the year. The register is regularly reviewed by the Finance Committee. The Board has assessed the major risks to which the charity is exposed, and these are detailed below with a summary of plans for managing this risk.

- **A significant reduction or loss of funding from LB Barnet.**

  The Executive Team maintains a close relationship with Council officers, including quarterly meetings to review expected outputs and outcomes of the services funded by LBB and to agree revisions to plans accordingly. This information is also reviewed by trustees at each Board meeting. We have appointed a Business Development Manager to further strengthen our fundraising ability and to reduce the impact of contractions in local authority funding caused by ongoing financial pressures.

- **Insufficient new income generated to support service delivery.**

  The Executive Team works to identify and apply for new sources of income to enable the organisation to meet its strategic priorities and support service delivery and the trustees receive a report on the number of applications made and their outcome at each meeting. Expenditure is closely monitored, and plans developed to reduce management and overhead costs.

- **Inability to demonstrate impact of our services**

  Our case management system provides us with data on both outputs and outcomes of our services and regular client feedback help us monitor the difference we make. Trustees regularly review data and feedback and are able to challenge assumptions and methodologies to strengthen the process. We are working on plans to undertake more detailed evaluation and longitudinal studies to further demonstrate the impact of our services to funders and other stakeholders.

- **Loss of key personnel**

  We have policies and processes in place to recruit and retain suitable staff and volunteers. We ensure training plans are in place and revised annually. Staff and volunteers' annual feedback is reported to Trustees and we strive to increase engagement and satisfaction from staff and volunteers.

PUBLIC BENEFIT

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements and are in line with our charitable aims and objectives. Citizens Advice Barnet's main activities are described in the 'our work' section of this report.

FUNDRAISING

Fundraising Statement 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities.

Barnet Citizens Advice Bureau understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not use any internal fundraisers or external agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year (2021: none). The trustees monitor fundraising activities on a regular basis.

PLANS FOR THE FUTURE

In 2021/22 we worked within the strategic objectives specified in our Business and Development Plan. The plan set out the aims and purposes of the organisation and the context in which we work. We have three main objectives:

- We will be Accessible
- We will be Sustainable
- We will support and develop our people

These have remained relevant and continue to be so. We have largely come through the disruption of Covid-19, only to find ourselves in a pronounced economic downturn and protracted cost of living crisis. This has already started to drive up demand on our services, so remaining accessible is a key part of our future development. We have shifted our focus to partnership working, and joining our advice to already existing community initiatives. We know that we need to get our advice to where people need it, rather than waiting for them to come to us, and this is a vital part of our community outreach strategy. We will recruit advisers to specialise in giving advice by digital means, and will continue to expand our telephone and e-mail advice services.

We have already successfully explored new sources of funding, and will continue this, alongside making a concerted effort to raise our public profile and investigate individual giving, to further support our future sustainability. Our partnership working will continue, and we will look to share resources without compromising on quality, bringing skills and expertise to the wider sector, enabling community groups and increasing their confidence in advice giving.

We will continue to support our staff and volunteers - we will work to implement and live our organisational values, offer development opportunities and rewarding career paths for our people, while making sure that their wellbeing is effectively supported. This will ensure our continued resilience as an organisation and that we continue to provide high-quality advice, information and casework to all Barnet residents well into the future.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under Company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP FRS102 (2019);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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

In so far as the trustees are aware:

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

SMALL COMPANY EXEMPTIONS

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

This report was approved and authorised for issue by the Trustees and signed on its behalf by:

.....

VALERIE HARRISON

~~Ben Ingber~~ (Chair)

Date: 6 Dec 2022

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF BARNET CITIZENS ADVICE BUREAU

Opinion
We have audited the financial statements of Barnet Citizen's Advice Bureau (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities incorporating the Income and Expenditure account, the Balance Sheet, the Statement of Cash Flows and the related notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion
We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

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

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

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

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 course of 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.

INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF BARNET CITIZENS ADVICE BUREAU

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 trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report 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 directors' report

We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees
As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the sector in which it operates and considered the risk of the charitable company not complying with the applicable laws and regulations including fraud; in particular those that could have a material impact on the financial statements, including financial reporting. In relation to the operations of the charitable company this included compliance with the Charities Act 2011 and Companies Act 2006.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

- Review of legal fees incurred;
- Reviewing minutes of Trustee Board meetings;
- Agreeing the financial statement disclosures to underlying supporting documentation;
- Enquiring of management including those charged with governance;
- Reviewing key accounting policies and estimates

Management override: To address the risk of management override of controls, we carried out testing of journal entries and other adjustment for appropriateness. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx.

This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's Trustees, 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 Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Michael Cooper-Davis FCCA ACA (Senior Statutory Auditor)
For and on behalf of
Price Bailey LLP
Chartered Accountants
Statutory Auditors

24 Old Bond Street
London
W1S 4AP

Date:

BARNET CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 Unrestricted General funds £	Designated funds £	Restricted funds £	Total funds £	2021 Total funds £
INCOME						
Donations and legacies	3	12,065	-	16,107	28,172	13,918
Charitable activities	4	359,709	-	603,452	963,161	1,134,527
Investments	5	53	-	-	53	420
Total income		**371,827**	**-**	**619,559**	**991,386**	**1,148,865**
EXPENDITURE						
Charitable activities		300,095	108,969	629,094	1,038,158	1,111,542
Total expenditure	6	**300,095**	**108,969**	**629,094**	**1,038,158**	**1,111,542**
Transfer between funds		8,036	(8,036)	-	-	-
(EXPENDITURE)/INCOME BEING NET MOVEMENT IN FUNDS	15/16	**79,768**	**(117,005)**	**(9,535)**	**(46,772)**	**37,323**
RECONCILIATION OF FUNDS						
Total funds brought forward		267,967	351,264	138,043	757,274	719,951
TOTAL FUNDS CARRIED FORWARD		**347,735**	**234,259**	**128,508**	**710,502**	**757,274**

All income and expenditure has arisen from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes to the accounts are shown on pages 19-33 and form an integral part of these financial statements.

BARNET CITIZENS ADVICE BUREAU
(Company number: 02627909)

BALANCE SHEET
AS AT 31 MARCH 2022

	Notes		2022		2021
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	12		57,935		53,442
CURRENT ASSETS					
Debtors	13	175,499		140,721	
Cash at bank and in hand		560,364		670,516	
TOTAL CURRENT ASSETS		**735,863**		**811,237**	
LIABILITIES					
Creditors: amounts falling due within one year	14	(83,296)		(107,405)	
NET CURRENT ASSETS			652,567		703,832
TOTAL ASSETS LESS CURRENT LIABILITIES			710,502		757,274
Restricted income funds	15		128,508		138,043
Unrestricted funds					
Designated funds	16		234,259		351,264
General funds	16		347,735		267,967
Total Unrestricted Funds			581,994		619,231
TOTAL FUNDS			**710,502**		**757,274**

The notes to the accounts are shown on pages 19-33 and form part of these financial statements.

These financial statements have been prepared in accordance with special provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees on 6 Dec 2022. and signed on their behalf by:

.....

~~Ben Ingber~~ VALERIE HARRISON
Chair

BARNET CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Reconciliation of net income to net cash flow from operating activities:			
Net income for the reporting period (as per the Statement of Financial Activities)		(46,772)	37,323
Adjustments for:			
Depreciation charges	**12**	19,339	16,288
Dividends, interest and rents from investments		(53)	(420)
Decrease / (increase) in debtors		(34,778)	265,754
Increase / (decrease) in creditors		(24,109)	10,366
Net cash provided by / (used in) operating activities:		(86,373)	329,311
Cash flows from investing activities:			
Dividends, interests and rents from investments		53	420
Purchases of fixed assets	**12**	(23,832)	(14,104)
Net cash (used in) investing activities:		(23,779)	(13,684)
Change in cash and cash equivalents in the reporting period		(110,152)	315,628
Cash and cash equivalents at the beginning of the reporting period		670,516	354,888
Cash and cash equivalents at the end of the reporting period:		**560,364**	**670,516**

The notes to the accounts are shown on pages 19-33 and form part of these financial statements.

BARNET CITIZENS ADVICE BUREAU

ANALYSIS OF NET DEBT
FOR THE YEAR ENDED 31 MARCH 2022

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank in hand	670,516	(110,152)	560,364
	670,516	**(110,152)**	**560,364**

The notes to the accounts are shown on pages 19-33 and form part of these financial statements.

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (updated 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Barnet Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are presented in Sterling (£).

b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. As at 31 March 2022 there were 9 members (2021: 11). The charity was incorporated within England and Wales, and the registered address is 40 – 44 Church End, London, NW4 4JT.

c) Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast has been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecast indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

As part of their review the Board of trustees have additionally considered the implications of the current Coronavirus Pandemic on the going concern assumption. The economic impact on the charity due to the Coronavirus Pandemic is subject to unprecedented levels of uncertainty with the full range of possible effects unknown. Sensitivity analyses have been applied to the forecasts to assess a range of potential impacts from the Coronavirus Pandemic. In the analyses, a variety of assumptions were modelled with varying degrees of impact and duration. Whilst there is evidence of negative effects on income and cash flows, the resulting sensitised forecasts continue to support the going concern assumption and the Board of trustees are confident they can take sufficient mitigating action to ensure that available funds will be sufficient for the charity's needs.

1 **Accounting policies (continued)**

d) **Fund accounting**
Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are Barnet Citizens Advice Bureau's work or for educational projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

e) **Income**
Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant
Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income from government and other grants, whether 'capital' grants or 'revenue' grants are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance for a future fundraising event, or for a grant received relating to the following year is deferred until the criteria for income recognition are met.

Bank interest is recognised on an accruals basis.

f) **Expenditure and Value Added Tax**
Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Expenditure on charitable activities has been included in the relevant cost categories. Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance costs, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

1 **Accounting policies (continued)**

g) **Volunteers**
The value of the services provided by volunteers is not incorporated into these financial statements. A further detail of their contribution is provided in the Trustees report.

h) **Fixed assets**
Fixed asset additions are capitalised at cost less the amount of any specific grants received in respect of the purchase of those assets. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Leasehold improvements	10 years straight line
Computer equipment	5 years straight line
Fixtures, fittings and equipment	10 years straight line

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

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

Accrued income is included at the best estimate of the amounts receivable at the balance sheet date.

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

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

l) **Financial instruments**
The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost and all other assets and liabilities are recorded at cost which is their fair value.

m) **Pensions**
Employees of the charity are entitled to join a defined contribution 'money purchase' scheme.

The costs of the defined contribution scheme are included within the associated staff costs and allocated therefore to raising funds, charitable activities, support and governance costs.

n) **Operating leases**
Operating leases are recognised over the period of which the lease falls due.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

o) **Taxation**
The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2 Key sources of judgement and estimation uncertainty

No significant judgements, accounting policies or assumptions have been made by management in applying the charity's accounting policies.

3 Donations and Legacies

	2022 £	2021 £
Donations	28,172	13,918

Income from donations and legacies was £28,172 (2021 - £13,918) of which £16,107 (2021 – £NIL) was attributable to restricted funds and £12,065 (2021 - £13,918) was attributable to unrestricted funds.

4 Charitable Activities

	2022 £	2021 £
Local Government contracts:		
Community Advice Service	347,552	476,821
	347,552	476,821
Grants Received:		
Generalist Advice	-	77,920
Advice – Welfare Benefits	276,966	261,645
Financial Capability	8,450	11,200
Specialist Employment and Immigration	216,047	245,547
Other Services	114,146	61,394
	615,609	657,706
Total Charitable Activities	963,161	1,134,527

The income from charitable activities received was £963,161 (2021: £1,134,527) of which £347,552 was unrestricted (2021: £523,259) and £615,609 was restricted (2021: £611,268).

4 Charitable Activities (continued)

Total income of £347,552 (2021: £476,821) was received from the London Borough of Barnet and £NIL (2021: £46,438) from the London Community Response Fund. These funds were received to deliver the Community Advice Support service and for a Specialist Information, Advice and Advocacy service fulfilled in partnership with two other local charities. There were no unfulfilled conditions or other contingencies attaching to these grants.

5 Investment Income

	2022 £	2021 £
Bank interest	53	420

Investment income of £53 (2021: £420) was attributable to unrestricted funds.

6 Analysis of Expenditure

	Direct Costs £	Support Costs (note 7) £	2022 Total Costs £
Generalist Advice	189,482	126,005	315,487
Advice Services - Welfare Benefits	231,178	73,041	304,219
Financial Capability	10,436	2,113	12,549
Specialist Information, Advice and Advocacy service	-	86,628	86,628
Specialist Employment and Immigration	190,937	26,418	217,355
Other services	69,356	32,564	101,920
	691,389	346,769	1,038,158

	Direct Costs £	Support Costs (note 7) £	2021 Total Costs £
Generalist Advice	336,029	76,983	413,012
Advice Services - Welfare Benefits	177,242	72,226	249,468
Financial Capability	34,272	5,058	39,330
Specialist Information, Advice and Advocacy service	32,845	57,156	90,001
Specialist Employment and Immigration	194,076	33,769	227,845
Other services	20,620	71,266	91,886
	795,084	316,458	1,111,542

£629,094 (2021: £630,110) of the above costs were attributable to restricted funds and £409,064 (2021: £481,432) was attributable to unrestricted funds.

7 **Analysis of Support Costs**

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2022 Costs £
Generalist Advice	64,685	51,995	9,325	126,005
Advice Services - Welfare Benefits	35,445	35,445	2,151	73,041
Financial Capability	1,037	1,013	63	2,113
Specialist Information, Advice and Advocacy Service	47,908	37,268	1,452	86,628
Specialist Employment and Immigration	13,130	12,494	794	26,418
Other	18,918	12,667	979	32,564
Total	**181,123**	**150,882**	**14,764**	**346,769**

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2021 Costs £
Generalist Advice	38,837	31,218	6,928	76,983
Advice Services - Welfare Benefits	35,049	35,050	2,127	72,226
Financial Capability	2,483	2,424	151	5,058
Specialist Information, Advice and Advocacy Service	31,609	24,589	958	57,156
Specialist Employment and Immigration	16,897	16,080	792	33,769
Other	41,404	27,720	2,142	71,266
Total	**166,279**	**137,081**	**13,098**	**316,458**

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

8 Governance Costs

	2022 £	2021 £
Legal and professional fees	3,759	3,015
Auditor's remuneration	9,640	8,480
Accountancy and taxation services	864	864
Trustees' meeting costs	501	739
	14,764	13,098

9 Analysis of staff costs and key management personnel

	2022 £	2021 £
Wages and salaries	698,141	695,281
Social security costs	59,316	59,459
Pension costs	13,408	13,137
	770,865	767,877

No Trustees received remuneration and other benefits from employment directly or through a related entity. No Trustees (2021: one Trustees) were reimbursed for travel expenses in the year. The total amount of expenses reimbursed to Trustees amounted to £NIL (2021: £199).

The average monthly head count was 32 (2021: 32) and analysis of the staff employees in the year were:

	2022	2021
Managers	6	6
Other	26	26
	32	32

No employees received total emoluments of more than £60,000 in the year (2021: no employees).

The key management personnel of the charitable company consists of 6 members (2021: 6) of the Barnet Citizens Advice Bureau management team whose total remunerations including employer's pension contributions totalled £248,900 (2021: £248,900).

10 Net Income

	2022 £	2021 £
Net income is stated after charging:		
Depreciation	19,339	16,288
Auditor's remuneration:		
- for audit services	9,640	8,480
- for accountancy and taxation services	864	864
Operating lease rentals	37,438	38,770

11 Pension commitments

The charity operates a defined contribution pension scheme. Pension costs for the period have been charged at £13,408 (2021: £13,137) as outlined above. At the period end, £2,255 was owed to the scheme (2021: £2,428).

12 Tangible Fixed Assets

	Leasehold Improvements £	Computer Equipment £	Fixtures, Fittings and Equipment £	Total £
COST				
At 1 April 2021	92,802	183,956	82,669	359,427
Additions	-	22,323	1,509	23,832
As at 31 March 2022	92,802	206,279	84,178	383,259
DEPRECIATION				
At 1 April 2021	71,103	161,817	73,065	305,985
Charge for year	8,541	6,857	3,941	19,339
As at 31 March 2022	79,644	168,674	77,006	325,324
NET BOOK VALUE				
As at 31 March 2022	**13,158**	**37,605**	**7,172**	**57,935**
As at 31 March 2021	21,699	22,139	9,604	53,442

13 Debtors

	2022 £	2021 £
Trade Debtors	175,499	140,721
	175,499	140,721

14 Creditors: Amounts Falling Due Within One Year

	2022 £	2021 £
Trade Creditors	19,338	18,589
Taxation and Social Security	15,989	15,422
Accruals and Deferred Income	41,943	66,053
Other Creditors	6,026	7,341
	83,296	107,405

14a Deferred income

	2022 £	2021 £
Deferred income 1 April	14,145	11,000
Amount (released) in year	(14,145)	(11,000)
Amount deferred in year	-	14,145
	-	14,145

Income is deferred when received in the financial period but has not been earned by the end of the year. No income has been deferred in the year.

15 **Restricted funds**

	As 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Macmillan Cancer Research	22,921	113,443	(120,754)	-	15,610
Access to Justice Specialist Advice Scheme	23,542	-	-	-	23,542
Access to Justice CJF	1,000	-	-	-	1,000
Citizens Advice Energy Best Deal	8,779	7,200	(12,236)	-	3,743
Trust for London	-	62,750	(65,160)	-	(2,410)
Talisman Account	1,636	-	(300)	-	1,336
Home Office	2,916	153,297	(152,195)	-	4,018
Sara Young Legacy	8,800	-	-	-	8,800
Big Energy Savings Network	-	1,250	(313)	-	937
Smart Energy	156	-	-	-	156
Broadband Grant	1,000	-	-	-	1,000
Thames Water	1,950	-	-	-	1,950
London Borough of Barnet Winter Grant	3,800	-	-	-	3,800
Help to Claim	46,764	163,524	(179,667)	-	30,621
Census	-	4,410	(1,102)	-	3,308
Innovation Fund	-	57,197	(66,735)	-	(9,538)
LBB Barnet	-	6,250	-	-	6,250
Henry Smith	-	28,350	(17,572)	-	10,778
Chipping Barnet Foodbank	-	16,938	(4,234)	-	12,704
Arnold Clark	-	1,000	-	-	1,000
Other Restricted Funds	14,779	3,950	(8,826)	-	9,903
TOTAL	138,043	619,559	(629,094)	-	128,508

15 Restricted funds (continued)

	As 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Macmillan Cancer Research	37,625	108,037	(122,741)	-	22,921
Access to Justice	42,965	-	(42,965)	-	-
Access to Justice Specialist Advice Scheme	-	54,000	(30,458)	-	23,542
Access to Justice CJF	-	5,200	(4,200)	-	1,000
Citizens Advice Energy Best Deal	15,398	5,700	(12,319)	-	8,779
Trust for London	3,785	45,745	(49,530)	-	-
Talisman Account	1,722	-	(86)	-	1,636
Home office	-	145,801	(142,885)	-	2,916
Eastern European Project	-	15,467	(15,467)	-	-
Sara Young Legacy	8,800	-	-	-	8,800
Big Energy Savings Network	1,000	5,500	(7,913)	1,413	-
Smart Energy	156	-	-	-	156
Broadband Grant	1,000	-	-	-	1,000
Thames Water	10,932	-	(8,982)	-	1,950
Covid Response	-	31,483	(31,483)	-	-
London Borough of Barnet Winter Grant	-	5,000	(1,200)	-	3,800
Good Foundation Trust: Census Fund	-	21,334	(21,334)	-	-
Help to Claim	19,883	153,608	(126,727)	-	46,764
Covid Equipment Fund	-	11,659	(11,659)	-	-
Other Restricted Funds	12,206	2,734	(161)	-	14,779
TOTAL	155,472	611,268	(630,110)	1,413	138,043

Broadband Grant is funded by Citizens Advice to assist bureaus in upgrading their broadband.

Thames Water Trust fund a debt advice and money mentoring scheme for people in water arrears.

Help to Claim is funded by Citizens Advice to provide advice and support to clients claiming Universal Credit.

The European Settlement Scheme is funded by the Home Office to deliver practical support to vulnerable EU Citizens and their family members and to help them make their EU Settlement Scheme application.

Access to Justice is funding to support the delivery of specialist legal advice in welfare benefits, immigration and employment law.

Macmillan Welfare Benefits project, funded by Macmillan Cancer Support, which provided specialist welfare benefits support to cancer patients.

Citizens Advice Energy Best Extra project, funded by Citizens Advice, which provide advice on reducing energy costs to people in need.

Trust for London funded project which supports people in need of legal advice casework for employment and immigration issues.

Talisman Account is a fund established to support destitute clients in emergency circumstances whereby the funding is not immediately available.

Sara Young Legacy is a fund for training events for volunteers, to be used over the next 4-5 years.

Big Energy Savings Network is funded from Citizens Advice to provide advice to help reduce energy costs to clients.

Smart Energy is funded by Citizens Advice to help inform and advise clients on smart energy such as smart meters.

Eastern European Project exists to provide advice specifically to clients from Eastern Europe.

COVID Response and COVID Equipment Fund to deliver equipment and activities specifically aimed to support communities through the COVID19 crisis.

Good Foundation Trust: Census exists to fund costs of gathering Census information during the 2021 census.

The Innovation Fund was funded by the London Borough of Barnet to be applied to specialist advice to enable the charity to meet its objectives and aims for stakeholders

Henry Smith Charity Funded costs of the welfare benefits and debt casework

Chipping Barnet Foodbank and Citizen Advice Barnet are partnering to increase the breadth of support and advice they can offer service users by utilising professional advice services.

Transfer between funds were undertaken to update the designations of some the general funds.

16 **Unrestricted funds**

	Balance as at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2022 £
Designated funds					
Staff Fund	42,187	-	(18,969)	55,080	78,298
IT/Premises Fund	87,772	-	-	-	87,772
Service Development Fund	221,305	-	(90,000)	(63,116)	68,190
Total designated funds	351,264	-	(108,969)	8,036	234,259
General funds	267,967	371,827	(300,095)	8,036	347,735
TOTAL UNRESTRICTED	619,231	371,827	(409,064)	8,036	581,994

	Balance as at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2021 £
Designated funds					
Staff Fund	18,969	-	(18,969)	42,187	42,187
IT/Premises Fund	37,772	-	-	50,000	87,772
Service Development Fund	155,059	-	(90,000)	156,246	221,305
Total designated funds	211,800	-	(108,969)	248,433	351,264
General funds	352,679	537,597	(372,463)	(249,846)	267,967
TOTAL UNRESTRICTED	564,479	537,597	(481,432)	(1,413)	619,231

Designated funds:

The Staff Fund includes a designation of £55,080 (2021: £42,187) to fund an inflationary cost of living increase of 5.4% to support staff with the current economic climate. The remaining balance relates to a previous salary review which was applied to align salaries with market rates.

The IT/Premises Fund does not include a designation this year (2021: £50,000). However, the balance relates to funds to upgrade IT server and equipment £50,000 (2021: £50,000) and a contingency for premises £37,772 (2021: £37,772).

The Service Development Fund was not designated funds this year (2021: £156,246). This fund previously funded an Outreach Worker, who is no longer employed. Surplus funds were therefore reallocated to General funds to ensure the organisation could cover 18 weeks of costs, in line with the new Reserves Policy. The balance of £68,106 includes funds set aside to cover a Receptionist £23,106 (2021: £20,000) and Business Development Manager £45,000 (2021: £45,000) to enable Citizens Advice Barnet to seek new funding opportunities to meet its objectives and diversify its funding.

17 Net assets by fund

	General funds £	Designated funds £	Restricted funds £	Total funds 2022 £
Tangible fixed assets	57,935	-	-	57,935
Current assets	211,425	372,375	152,063	735,863
Creditors falling due in less than one year	(68,099)	-	(15,197)	(83,296)
	201,261	372,375	136,866	710,502

	General funds £	Designated funds £	Restricted funds £	Total funds 2021 £
Tangible fixed assets	53,442	-	-	53,442
Current assets	307,785	351,264	152,188	811,237
Creditors falling due in less than one year	(93,260)	-	(14,145)	(107,405)
	267,967	351,264	138,043	757,274

18 Related party transactions

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable. There were no other related party transactions (2021: none).

19 Commitments under operating leases

	Land and Buildings		Other	
	2022	2021	2022	2021
	£	£	£	£
Within one year	30,420	34,920	1,824	213
Two to Five years	-	30,420	480	-
Total	30,420	65,340	2,304	213

BARNET CITIZENS ADVICE BUREAU

England & Wales - Charity number 1065835

Accounts

Registered Company Number: 02627909 (England & Wales)

Registered Charity No: 1065835

BARNET CITIZENS ADVICE BUREAU

(A charitable company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

BARNET CITIZENS ADVICE BUREAU

CONTENTS

	Page
Legal and administrative details	1 - 2
Trustees' report (incorporating directors' report)	3 - 12
Independent Auditor's report	13 - 16
Statement of Financial Activities	17
Balance Sheet	18
Cash Flow Statement	19
Analysis of Net Debt	20
Notes to the financial statements	21 - 34

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS

COMPANY NUMBER 02627909 (England & Wales)

CHARITY NUMBER 1065835

General Information

The activities of Barnet Citizens Advice Bureau are carried out by an organisation that is both a Registered Charity (no: 1065835) and a company limited by guarantee (No. 02627909). Both the charity and the company are formally registered as Barnet Citizens Advice Bureau. Citizens Advice Barnet is also part of the national Citizens Advice service through its membership of The National Association of Citizens Advice Bureaux.

The trustees of the charity are also the members of the company limited by guarantee and under the provisions of the Companies Act 2006 are liable to contribute a sum not exceeding £1 each in the event of the winding up of the Company; they are collectively referred to as the Trustees throughout this report.

The organisation's governance rules are set out in the Memorandum and Articles of Association of the company limited by guarantee which reflects the advice of the Charity Commission and conforms to the membership requirements of Citizens Advice.

Trustees act collectively as the Board of Citizens Advice Barnet and assume overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice.

The governance rules provide for a Board of between 4 and 21 persons, but the current Trustees have determined that a number between 10 and 13 provides an optimal size for its work while allowing for orderly succession planning. Trustees serve in a voluntary and unremunerated capacity and are appointed for terms of three years, if willing they can be re-elected for subsequent terms with no limit. Trustees are normally elected by the Annual General Meeting, but the constitution allows the Board to co-opt trustees, providing their number does not exceed one-third of the total. The Board's practice is to use co-option for appointments made between Annual General Meetings and for co-opted trustees to stand for election at the next Annual General Meeting following their appointment. Accordingly, all current Trustees are elected members of the Board.

The Trustees serving during the year and since the year-end were as follows.

Ben Ingber (Chair)
Tracey Baldwin (Vice-Chair)
Stephen West (Treasurer - resigned: 01/11/20)
Ian Bretman
Keri Landau
Vinay Mistry (Resigned: 09/06/21)
Bernadette Nwosu (Resigned: 17/04/20)
Jeremy Outen (Acting Treasurer)
Tamsin Shuker
Thomas Smith
Valerie Harrison (Appointed: 17/03/21)
Kimberly Ong (Appointed: 17/03/21)
Maria Petnga-Wallace (Appointed: 17/03/21)

Stephen West – Trustees are sad to report the death of Steve West in March 2021. Steve served as Treasurer, and he brought a wealth of charity finance expertise, pragmatism and good sense to the Board.

The organisation's HR policies are followed for recruitment and induction of trustees and recruitment is by open selection through press advertising and other media. The Board regularly consider succession planning and reviews the skills and experience it needs against those of existing trustees in order to identify gaps that can be filled by future recruitment.

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS (continued)

Current Trustees possess an effective mix of skills encompassing professionalism in Personnel, Change Management, Accountancy, and Education. Some members combine their professional backgrounds with extensive experience of voluntary work.

The Company Secretary is appointed by Trustees and may be a paid member of staff. The term of the appointment is for Trustees to decide and the practice is for this to be at the first meeting of the Board following each AGM when other appointments are determined by Trustees.

CHIEF OFFICER	Daniel Bamford
COMPANY SECRETARY	Maisha Crush
REGISTERED OFFICE	40-44 Church End London NW4 4JT
AUDITORS	Price Bailey LLP 24 Old Bond Street London W1S 4AP
BANKERS	HSBC Bank plc Coventry District Service Centre Harry Western Road Binley Coventry CV3 2TQ

BARNET CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)

Introduction

In this report the Trustees of Citizens Advice Barnet present the financial and operating results of the charity for the year ending 31 March 2021 with a report on achievements and successes in the year and the organisation's plans for the year ahead.

Citizens Advice Barnet exists to help those who live, work or study in the London Borough of Barnet to resolve their problems by providing free, confidential and impartial advice, information and assistance. Our service is here for everyone and we provide information and advice on a wide range of social welfare issues, the most common being welfare benefits, debt, housing, employment and immigration. We seek to help people develop the skills and capacity to help themselves, and to use the evidence gained through our work to help bring about positive changes in national and local policies.

Our main services are funded by the London Borough of Barnet, for whom we deliver the Community Advice Service. This core funding provides a platform for seeking additional grants for specialist services and adding value. Macmillan Cancer Support provide funding for a specialist welfare benefits advice service for cancer patients and their families, and other funders support work on claiming benefits and legal casework on employment and immigration problems. There are more details about our funders in the section on Our Work.

As part of the national Citizens Advice service our work is subject to their rigorous quality procedures and this also enables us to contribute to their work to influence public policy. We use local evidence to highlight the issues affecting people who use our services, and have a dedicated team working on local research and campaigns. Our work on raising awareness of scams and highlighting the problems of illegal evictions were published locally, and we continue to work closely with the local authority to raise and resolve instances where policies are adversely affecting local people.

The year 2020/21 was anything but a normal year. Every aspect of our work was dominated by the ongoing Covid-19 pandemic, and the combined disruption and economic impact of this and the UK's exit from the European Union brought a real change in our approach to managing the needs of our volunteers, our staff and above all, the local people we help. We continued to deliver on our strategic priorities of being accessible, sustainable, and supporting our people.

The People We Help

Citizens Advice Barnet provides the only universal advice service in Barnet, with information and advice available to all who live, work or study in the borough. With a population of over 400,000, Barnet is the most populous London Borough, and as a local organisation embedded in the community, we are here for everyone. We remained so throughout the year, despite successive and lengthy lockdowns. Our office operated for most of the year with a skeleton on-site staff, while our advice continued to be delivered by phone, e-mail and instant messenger service. Having a small office-based team allowed our clients to come to the office to drop off documents, if they were unable to scan or e-mail them themselves. Maintaining accessibility for local people has been a key element of our work in the year, and our services remained available and accessible throughout the year, despite external pressures.

Almost 8,700 individual people (2020: 8,100) received over 32,500 pieces of information and advice through our various services (2020: 37,000), and a further 15,500 people accessed advice through our website (2020: 17,000). 25% of our clients came from Colindale, West Hendon and Burnt Oak wards, the most deprived in the Borough (up from 22% in 2019/20), which represent only 14% of the total population of Barnet. This illustrates clearly the link between deprivation and the need for our advice. Many of these clients came to us with complex, multifaceted problems affecting several aspects of their lives.

Problems with Personal Independence Payment remained by far the most common issue we saw, with 2,276 instances recorded in the year (2020: 2,845). Problems with benefits and tax credits continue to represent the largest part of our work at 56% of all enquiries, (up from 52% in 2019/20). This increase has been driven by our additional work in helping people claim Universal Credit.

Debt, Housing and Employment issues were the next main areas. We recorded over 1,290 immigration issues (2020: 2,000). The number of immigration clients we have is unusual for Citizens Advice and reflects both the needs of a rapidly changing local population and the success of our strategic plans to develop a specialist immigration advice function at Citizens Advice Barnet.

Our Work

Our core work is delivered through the Community Advice Service (CAS) with funding from the London Borough of Barnet. The CAS provides general information and advice to people who live, work or study in Barnet. We successfully tendered for a new 3-year contract for this service, continuing to deliver an advice and information service across all channels (face to face, telephone, e-mail and webchat). This has proven a vital service for local people during the pandemic, and we were able to continue delivering it without interruption.

We continued to deliver the Help to Claim service, and due to the various lockdowns and other restrictions, this was consolidated primarily into a phone and webchat service rather than face to face in local Job Centres (which were closed to the public). This service helps people with claiming Universal Credit up to the time they receive their first payment, and saw heavy demand as the economic impact of the pandemic and Brexit took hold during the year.

On top of our general advice work, we pride ourselves on our specialist advice and casework services, and in many cases we are the only free source of this complex support in Barnet. We aim to fill the significant gap where Legal Aid is not available but where our clients cannot afford to instruct a solicitor - access to justice too often depends on the depth of one's pockets and we try, therefore, to target our specialist support to the most vulnerable people with the most complex problems. Our work in this area, and the added value it brings to our Core advice service, has enabled us to be recognised by funders as the pre-eminent local provider of complex advice and casework, and we are one of only a handful of 'Centres of Excellence' recognised by the London Legal Support Trust. We sought to expand our welfare benefits, debt, immigration and employment casework throughout the year and were able to access funding from several Covid response funds to enable this. This allows us to continue to build the specialist side of our work, which is more necessary than ever in a borough where free legal advice is in short supply.

Macmillan Cancer Support continued to fund Citizens Advice Barnet to enable us to support people affected by cancer in the boroughs of Barnet, Enfield and Haringey. We assist with claims for welfare benefits, seeking Blue Badges for parking and applying for charitable grants to help people meet the extra costs experienced by cancer patients.

Trust for London, a charitable foundation working to tackle poverty and inequality in London, awarded a new three-year grant to fund Citizens Advice Barnet to provide specialist legal advice and casework for immigration and employment issues. Through this funding we were able to challenge unfair dismissals, non-payment of wages and provide advice and help on complex immigration and nationality issues. Employing a specialist immigration casework and employment solicitor has enabled us to develop the employment and immigration advice knowledge of our volunteers helping us assist more people with specialist support in these areas than ever before.

We have also led a consortium of seven Local Citizens Advice offices across North and West London to help European migrants apply to the EU Settlement Scheme, which brings the rights of EU migrants under the UK Immigration Rules, in preparation for Britain's future outside the scope of free movement. This work, funded by the Home Office, supports the most vulnerable migrants to navigate the online system, prove their identity

and register their status. Our expertise in immigration advice has meant we are ideally equipped to deliver this work, and deal with any of the unexpected problems which arise out of it.

We measure our success in these contracts against stringent monitoring requirements, and more widely against independently audited quality of advice, financial management, and client and workforce satisfaction using the Citizens Advice Performance and Quality Framework.

Our Partners

Citizens Advice Barnet has a long history of working with the voluntary sector in the borough and has continued this year to strengthen our existing relationships with key providers, build new partnerships and engage with stakeholders beyond the sector to promote our services. We regard partnership working as a crucial response to the challenge of meeting increasing demand for our services while the resources available to support them are under pressure and often declining.

We meet with voluntary and statutory sector partners on a regular basis to work together, find synergies and avoid duplication of services. This has been particularly pronounced during the pandemic, and the lockdowns especially, as complex client need has necessitated collaborative approaches. For example, we partnered with Mind in Barnet, Age UK Barnet and Meridian Wellbeing to provide advice training, digital inclusion, wellbeing and mental health awareness session for members of the public and the Barnet voluntary sector, in order to build capacity and expertise. We also increased our referral reach by over 400%, and received 456 referrals from other local organisations, voluntary and statutory, helping to join up the advice sector with other sources of help for local people.

Our People

The services of Citizens Advice Barnet are delivered by a staff team of 30 people (22 FTE) (2020: 27 people, 19.5 FTE), and more than 40 volunteers supported us over the year, despite the pandemic (2020: 55). Our staff and volunteers are committed professionals who provide excellent support to the poorest and most vulnerable residents of Barnet. The volunteer team undertake a variety of different roles, including advisers, assessors, administrative assistants, receptionists and trustees. All new volunteer advisers undertake a comprehensive competency-based training programme that underpins the high quality of advice that the adviser role demands. Our key strategic priority of 'supporting our people' was especially pronounced during this difficult year, which saw all of our staff and volunteers shift to home working at one point or another. In order to support this, we provided IT and office equipment where needed, and made sure that regular training sessions, social catch-ups and quizzes took place, so that we still felt part of one team, with the shared purpose of giving Barnet residents the advice they need. Staff benefit from a generous Continuous Professional Development allowance, and all our people can access wellbeing support through our Employee Assistance Programme. We continue to invest in wellbeing, as the uncertainty pervading all aspects of society at the moment is not conducive to good mental health. We have trained mental health first aiders and are exploring other ways of supporting staff and volunteers through the difficult months ahead.

We saw high levels of satisfaction across our volunteers and staff, in particular regarding our pandemic response, and in our annual People Survey, 93% of our people would recommend Citizens Advice Barnet as a place to work or volunteer, well ahead of the national average.

ACHIEVEMENTS AND PERFORMANCE

In 2020/21 Citizens Advice Barnet assisted over 8,700 individuals (8,100 in 2019/20) with more than 32,500 separate issues (37,500 in 2019/20). The issues we dealt with were more often than not multifaceted, spreading across several areas of advice (debt, benefits and employment for example).

As part of our Community Advice Service, 10,029 calls were taken on our helpline (2020: 7,137), we advised 1,840 email advice clients (0 in 2019/20), received 465 referrals (a handful in 2019/20) and we began offering advice by Messenger in Feb 2021 assisting 230 clients. 1,485 full advice appointments were offered (primarily by phone), and this shows that the majority of people who contacted us were helped at the first point of contact, without needing a longer appointment. 323 residents received pro bono legal advice from local lawyers who volunteer with Citizens Advice Barnet and help us provide free advice on a wide variety of legal matters.

Over 15,500 people accessed our website (17,000 in 2019/20) with individual sections being accessed over 42,000 times.

Our Macmillan service helped 587 (2019/20 – over 600) cancer patients and their families with over 3,346 issues (an increase from 2,700 issues in 2019/20). This service generated over £1.1 million of additional income for clients in benefits claims, grants and Blue Badge applications (2020: £ 1 million).

Our Help to Claim service helped 1,536 clients (2019/20 – over 1,000) with Universal Credit claims, advising on almost 9,965 issues (2019/20 – almost 9,000). This service generated over £3.1 million of additional income for clients (£1.6 million in 2019/20).

We delivered 5 Big Energy Saving Network events, reaching 57 consumers. We provided advice to 77 clients on energy and utilities, switching suppliers and managing fuel debt.

We provided 211 (2019/20 – 141) clients with specialist immigration advice of which the vast majority involved casework, maintaining our success rate on applications and appeals at 100%. We undertook employment litigation for 21 clients (2019/20 - 19). This work focuses on only the most vulnerable clients and the litigation involved is frequently extremely complex and lengthy.

Our consortium of Local Citizens Advice offices assisted 1,165 clients (2019/20 - 1,273) in making applications to the EU Settlement Scheme across North and West London.

Overall, our work generated positive financial outcomes of £4.7 million for clients in the year (up from £3.6 million in 2019/20). This reflects improved recording, and we routinely follow up a high percentage of all people who are in touch with our service. This way we can measure more accurately the impact of our advice.

FINANCIAL REVIEW

Citizens Advice continued its trend of improving financial performance and maintaining financial stability in an increasingly challenging environment.

Overall, in the year ending 31 March 2021 Citizens Advice Barnet (CAB) saw a reduction in overall income of £1,148,865 compared to the previous year (2020: £1,270,563). This reduction was mainly due to the reduced grant from CAB's main provider, the London Borough of Barnet from £596,123 to £476,821. The local authority however remain the largest provider for services, representing 42% of overall income (2020: 47%). The reduction in income from the local authority was mainly due to reduced funding for Advocacy services which were provided by CAB's partner, Mind in Barnet (2021: £90,000, 2020: £147,481).

In order to diversify its funding streams CAB was able to secure other funding which represented 58% of overall income (2020: 53%) This represented an increase compared with the prior year of 3% (2021: £657,706, 2020: £653,531).

Reflecting the current economic and political climate, CAB continued to be funded to provide advice for the national move to Universal Credit from National Citizens Advice and the Home Office provided support for advice for the European Settlement Scheme. These overall grants represented 13% and 13% respectively (2020: 14% and 13%). As in previous years, Macmillan Cancer and Trust for London continue to provide significant income to CAB representing 9% and 4% respectively (2020:12% and 3%)

The remaining income sources were varied however 8% of this income was related to funds to support client in need during the Covid-19 pandemic.

Expenditure was comparable to the previous year showing a slight decrease to £1,111,542, compared with £1,111,735 in the previous year. Also similar to prior years, CAB were able to adequately control and manage costs to enable an overall surplus for the period to 31 March of £37,323 (2020: £158,828).

Of the costs in the year, 70% (2020: 66%) relate to our people and include the costs of recruiting, rewarding and developing our paid staff and training and supporting our volunteers. Management and trustees regularly review the allocation of work among staff and volunteers to identify ways of improving both service quality and cost efficiency. In other areas, our finance and administrative staff keep a close control of costs.

As our reserves are above the minimum level set in our reserves policy, trustees have agreed in principle to invest funds for further development of our services. Our approach to investment is explained in the section on Plans for the Future on page 10.

RESERVES POLICY

The charity's reserves policy was reviewed in June 2021 by the Board of Trustees acting on advice from its Finance Committee. Total funds as at 31st March 2021 were £757,274 (2020: £719,951) of which £138,043 related to Restricted Funds (2020: £155,472), £351,264 were designated for other purposes (2020: £211,800) and £267,967 was a general fund (2020: £352,679). Of these general funds, £214,525 are free reserves (2020: £297,052). The policy aims to maintain unrestricted reserves (excluding fixed assets) at a minimum level equivalent to three months' operating costs (approximately £200,000). Reserves of this level cover the costs of scaling-back services in the event of individual project funding ending and for future winding down of operations including contingent liabilities in the event of more significant loss of revenue. The Finance Committee will regularly review forecasts of income, expenditure and cash flow to ensure the reserves figure is maintained at the required level and will regularly report to the Board with recommendations for any corrective action if required. Annually, surplus funds are considered for designation to the following funds:

- Staff Fund
  A fund to ensure that the bureau is able to cover contracted payments to staff such as unfunded salary changes, redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise. Funds include a contingency for pay awards subject to pay review for all staff.

- IT/Premises Fund
  A fund to provide for the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary, and for the cost of major repairs and maintenance of the bureau (including IT upgrade costs) for the next 3-5 years. In addition to this designation, in response to COVID-19 global pandemic, a contingency has been established in case funds cannot be raised to meet the health and safety demands of returning staff to the offices and accepting members of the public to premises.

- Service Development Fund
  A fund to allow the bureau to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals. Funds have been designated to fund an Outreach Worker, Receptionist and additional supervision, which will facilitate the charity in meeting its objectives, and to employ a Business Development Manager, to enable Citizens Advice Barnet to seek new funding opportunities to meet its objectives and diversify its funding streams.

- Restricted reserves
  Funds are restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Citizens Advice Barnet is a member of Citizens Advice (the national association of Citizens Advice organisations) which, via its Membership Scheme, provides a framework that oversees all charitable activities that are delivered to service users. Citizens Advice sets defined quality standards for advice and information services, financial and information management and intensively reviews members' organisational performance to ensure these standards are met.

The Board of Trustees has overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice. Trustees are committed to creating an inclusive workplace, to participation by staff and volunteers in the development of the service and provide opportunities for this through the business planning process and the formulation of service priorities and objectives.

The Board meets at least four times a year and in 2020/21 it met on five occasions. The Board delegates certain staff and HR matters to the People and Culture Committee, while financial scrutiny, risk management and development of financial policy and procedures are delegated to the Finance Committee. In addition, a group of Trustees, along with Senior Management, meet regularly to discuss the formulation and implementation of service delivery changes and new projects. This is a more flexible arrangement than a standing committee and allows for more timely scrutiny and support of these objectives, also considering cases for investing some of our reserves in feasibility studies and pilot projects. The minutes and recommendations of all committees are presented and reviewed at full Board meetings. The Board delegates day to day responsibility to the Chief Officer who is required to attend Board meetings and report on operational and financial matters.

The Board seeks to ensure that Trustees are broadly representative of the local community and have the necessary skills and abilities to ensure good governance. Trustees are recruited following Citizens Advice guidance through advertising in local and national media as well as canvassing local Voluntary and Community Sector organisations, with a focus on recruiting those with skills identified as desirable through regular Board skills audits.

Suitable candidates are interviewed by a panel of Trustees and are invited to attend at least one meeting of the Board before being formally appointed.

New Trustees are provided with a comprehensive induction, including observation of service delivery, and provided with relevant governance documentation. Board members are also encouraged to participate in relevant governance training and conferences provided by Citizens Advice and other bodies.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of Trustees expenses and related party transactions are disclosed in the notes to the accounts.

Organisational Management

The Executive Team consists of the Chief Officer, Daniel Bamford, the Head of Services & Quality, Charlene Marks, and Finance Manager, Maisha Crush. The Key Management Personnel also included Safia Akram, Project Manager for the Macmillan and Help to Claim Projects, and Louise Broadbent, Business Development Manager. The Chief Officer also meets regularly with the Chair of the Board for supervision and to plan the work of the Board. The Chief Officer and Executive Team are responsible for putting into effect the strategies and objectives of the Board as expressed in the Business Plan. The Chief Officer works closely with staff, volunteers and external stakeholders to ensure effective implementation of the Business Plan.

The Trustees have in place arrangements for setting the pay and remuneration of the charity's Executive Team. The remuneration of the Chief Officer is reviewed annually in a process led by the Chair of Trustees which includes benchmarking against pay levels of charities of a similar size. Remuneration for the rest of the Executive Team is reviewed with that of the whole staff group by the Board's HR Committee. Any increase is made only after assessing against relevant external benchmarks, and if the cost to Citizens Advice Barnet is judged to be affordable.

RISK MANAGEMENT

The Board carries out an annual risk assessment and the organisation updates its risk register on an ongoing basis throughout the year. The register is regularly reviewed by the Finance Committee. The Board has assessed the major risks to which the charity is exposed, and these are detailed below with a summary of plans for managing this risk.

- **A significant reduction or loss of funding from LB Barnet.**

  The Executive Team maintains a close relationship with Council officers, including quarterly meetings to review expected outputs and outcomes of the services funded by LBB and to agree revisions to plans accordingly. This information is also reviewed by trustees at each Board meeting. We have appointed a Business Development Manager to further strengthen our fundraising ability and to reduce the impact of contractions in local authority funding caused by ongoing financial pressures.

- **Insufficient new income generated to support service delivery**.

  The Executive Team works to identify and apply for new sources of income to enable the organisation to meet its strategic priorities and support service delivery and the trustees receive a report on the number of applications made and their outcome at each meeting. Expenditure is closely monitored, and plans developed to reduce management and overhead costs.

- **Inability to demonstrate impact of our services**

  Our case management system provides us with data on both outputs and outcomes of our services and regular client feedback help us monitor the difference we make. Trustees regularly review data and feedback and are able to challenge assumptions and methodologies to strengthen the process. We are working on plans to undertake more detailed evaluation and longitudinal studies to further demonstrate the impact of our services to funders and other stakeholders.

- **Loss of key personnel**

  We have policies and processes in place to recruit and retain suitable staff and volunteers. We ensure training plans are in place and revised annually. Staff and volunteers' annual feedback is reported to Trustees and we strive to increase engagement and satisfaction from staff and volunteers.

PUBLIC BENEFIT

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements and are in line with our charitable aims and objectives. Citizens Advice Barnet's main activities are described in the 'our work' section of this report.

FUNDRAISING

Fundraising Statement 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities.

Barnet Citizens Advice Bureau understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate. The charity does not use any internal fundraisers or external agencies for either telephone or face-to-face campaigns and received no fundraising complaints during the year (2020: none). The trustees monitor fundraising activities on a regular basis.

PLANS FOR THE FUTURE

In 2020/21 the organisation worked within the strategic objectives specified in our Business and Development Plan. The plan set out the aims and purposes of the organisation and the context in which we are working. It identifies a number of key strategic objectives:

- We will be Accessible
- We will be Sustainable
- We will support and develop our people

We have had the opportunity to reflect on these objectives in the light of the pandemic, and in fact they have become even more relevant. The Covid-19 pandemic has led us to embrace new ways of working, and making sure that we remain accessible, sustainable and supportive of our people despite the myriad challenges thrown at us in 2020/21. We are continually adapting our service delivery offer to make it as accessible as possible, and as society opens up again, we have resolved to be a stronger community presence through our outreach work, making sure we can get our advice to where people need it most. We are mindful of our sustainability, and with a Business Development Manager in post, are diversifying our funding base, exploring new sources of funding and making sure we can deliver the advice services that local people need.

This includes exploring partnership working with other local organisations, looking to share resources where possible without compromising on service quality. And we plan to continue supporting our people – something which has become increasingly relevant after the year everyone has had. We are improving our wellbeing offer to volunteers and staff, are implementing a new values framework and will continue to focus on this. These are all elements which we will continue to make part of our multi-channel, adaptable, accessible service model, ensuring our continued resilience and remaining part of the fabric of Barnet, as we have been since 1939.

TRUSTEES' RESPONSIBILITIES STATEMENT

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

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under Company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including income and expenditure, of the charitable company for that period. In preparing these financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP FRS102 (2019);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

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

In so far as the trustees are aware:

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

SMALL COMPANY EXEMPTIONS

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

This report was approved and authorised for issue by the Trustees and signed on its behalf by:

.....

Ben Ingber (Chair)

Date: 10·12·21

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BARNET CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Barnet Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2021 which comprise Statement of Financial Activities (including income & expenditure account), the Balance Sheet, the Cash Flow Statement and the related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Other information

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

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 trustees' report (incorporating directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.
We have nothing to report in respect of the following matters in relation to which 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 directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are detailed below:

We gained an understanding of the legal and regulatory framework applicable to the Company and the sector in which it operates and considered the risk of the Company not complying with the applicable laws and regulations including fraud; in particular those that could have a material impact on the financial statements, including financial reporting. In relation to the operations of the Company this included compliance with employment law, health and safety and GDPR.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

- Review of legal fees incurred;
- Reviewing minutes of Trustee Board meetings;
- Agreeing the financial statement disclosures to underlying supporting documentation;
- Enquiring of management including those charged with governance;
- Reviewing key accounting policies and estimates

We reviewed key authorisation procedures and decision making processes for any unusual or one-off transactions. We also assessed management bias in relation to the accounting policies adopted and in determining significant accounting estimates.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BARNET CITIZENS ADVICE BUREAU

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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.



Michael Cooper-Davis FCCA ACA (Senior Statutory Auditor)
For and on behalf of
Price Bailey LLP
24 Old Bond Street
London
W1S 4AP

Date: 17 December 2021

BARNET CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 Unrestricted General funds £	Unrestricted Designated funds £	Restricted funds £	Total funds £	2020 Total funds £
INCOME						
Donations and legacies	3	13,918	-	-	13,918	19,614
Charitable activities	4	523,259	-	611,268	1,134,527	1,249,654
Investments	5	420	-	-	420	1,295
Total income		**537,597**	**-**	**611,268**	**1,148,865**	**1,270,563**
EXPENDITURE						
Charitable activities		372,463	108,969	630,110	1,111,542	1,111,735
Total expenditure	6	**372,463**	**108,969**	**630,110**	**1,111,542**	**1,111,735**
Transfer between funds		(249,846)	248,433	1,413	-	-
(EXPENDITURE)/INCOME BEING NET MOVEMENT IN FUNDS	15/16	**(84,712)**	**139,464**	**(17,429)**	**37,323**	**158,828**
RECONCILIATION OF FUNDS						
Total funds brought forward		352,679	211,800	155,472	719,951	561,123
TOTAL FUNDS CARRIED FORWARD		**267,967**	**351,264**	**138,043**	**757,274**	**719,951**

All income and expenditure has arisen from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes to the accounts are shown on pages 21-34 and form an integral part of these financial statements.

BARNET CITIZENS ADVICE BUREAU
(Company number: 02627909)

BALANCE SHEET
AS AT 31 MARCH 2021

	Notes		2021		2020
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	12		53,442		55,627
CURRENT ASSETS					
Debtors	13	140,721		406,475	
Cash at bank and in hand		670,516		354,888	
TOTAL CURRENT ASSETS		**811,237**		**761,363**	
LIABILITIES					
Creditors: amounts falling due within one year	14	(107,405)		(97,039)	
NET CURRENT ASSETS			703,832		664,324
TOTAL ASSETS LESS CURRENT LIABILITIES			757,274		719,951
Restricted income funds	15		138,043		155,472
Unrestricted funds					
Designated funds	16		351,264		211,800
General funds	16		267,967		352,679
Total Unrestricted Funds			619,231		564,479
TOTAL FUNDS			**757,274**		**719,951**

The notes to the accounts are shown on pages 21-34 and form part of these financial statements.

These financial statements have been prepared in accordance with special provisions applicable to companies subject to the small companies' regime.

The financial statements were approved by the Board of Trustees on 10.12.21 and signed on their behalf by:

.....

Ben Ingber
Chair

BARNET CITIZENS ADVICE BUREAU

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Reconciliation of net income to net cash flow from operating activities:			
Net income for the reporting period (as per the Statement of Financial Activities)		37,323	158,828
Adjustments for:			
Depreciation charges	12	16,288	14,061
Dividends, interest and rents from investments		(420)	(1,295)
Decrease / (increase) in debtors		265,754	(249,168)
Increase in creditors		10,366	15,112
Net cash provided by / (used in) operating activities:		329,311	(62,462)
Cash flows from investing activities:			
Dividends, interests and rents from investments		420	1,295
Purchases of fixed assets	12	(14,104)	(12,159)
Net cash (used in) investing activities:		(13,684)	(10,864)
Change in cash and cash equivalents in the reporting period		315,628	(73,326)
Cash and cash equivalents at the beginning of the reporting period		354,888	428,214
Cash and cash equivalents at the end of the reporting period:		**670,516**	**354,888**

The notes to the accounts are shown on pages 21-34 and form part of these financial statements.

BARNET CITIZENS ADVICE BUREAU

ANALYSIS OF NET DEBT
FOR THE YEAR ENDED 31 MARCH 2021

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank in hand	354,888	315,628	670,516
	354,888	**315,628**	**670,516**

The notes to the accounts are shown on pages 21-34 and form part of these financial statements.

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (updated 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Barnet Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are presented in Sterling (£).

b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. As at 31 March 2021 there were 11 members (2020: 9). The charity was incorporated within England and Wales, and the registered address is 40 – 44 Church End, London, NW4 4JT.

c) Going concern

The financial statements have been prepared on a going concern basis which forecasts that the charity will have adequate resources to continue in operational existence for a period of at least 12 months from the date of this financial report.

A forecast has been prepared for a period of more than 12 months from the date of approval of these financial statements. The forecast indicates that, whilst taking into account reasonable downsides, sufficient funds are expected to be generated within the charity so as to meet liabilities as they fall due.

As part of their review the Board of trustees have additionally considered the implications of the current Coronavirus Pandemic on the going concern assumption. The economic impact on the charity due to the Coronavirus Pandemic is subject to unprecedented levels of uncertainty with the full range of possible effects unknown. Sensitivity analyses have been applied to the forecasts to assess a range of potential impacts from the Coronavirus Pandemic. In the analyses, a variety of assumptions were modelled with varying degrees of impact and duration. Whilst there is evidence of negative effects on income and cash flows, the resulting sensitised forecasts continue to support the going concern assumption and the Board of trustees are confident they can take sufficient mitigating action to ensure that available funds will be sufficient for the charity's needs.

1 **Accounting policies (continued)**

d) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are Barnet Citizens Advice Bureau's work or for educational projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income from government and other grants, whether 'capital' grants or 'revenue' grants are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance for a future fundraising event, or for a grant received relating to the following year is deferred until the criteria for income recognition are met.

Bank interest is recognised on an accruals basis.

f) Expenditure and Value Added Tax

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Expenditure on charitable activities has been included in the relevant cost categories. Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance costs, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

1 **Accounting policies (continued)**

g) **Volunteers**
The value of the services provided by volunteers is not incorporated into these financial statements. A further detail of their contribution is provided in the Trustees report.

h) **Fixed assets**
Fixed asset additions are capitalised at cost less the amount of any specific grants received in respect of the purchase of those assets. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Leasehold improvements	10 years straight line
Computer equipment	5 years straight line
Fixtures, fittings and equipment	10 years straight line

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

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

Accrued income is included at the best estimate of the amounts receivable at the balance sheet date.

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

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

l) **Financial instruments**
The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost and all other assets and liabilities are recorded at cost which is their fair value.

m) **Pensions**
Employees of the charity are entitled to join a defined contribution 'money purchase' scheme.

The costs of the defined contribution scheme are included within the associated staff costs and allocated therefore to raising funds, charitable activities, support and governance costs.

n) **Operating leases**
Operating leases are recognised over the period of which the lease falls due.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

o) **Taxation**
The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2 Key sources of judgement and estimation uncertainty

No significant judgements, accounting policies or assumptions have been made by management in applying the charity's accounting policies.

3 Donations and Legacies

	2021 £	2020 £
Donations	13,918	19,614

Income from donations and legacies was £13,918 (2020 - £19,614) of which £NIL (2020 – £NIL) was attributable to restricted funds and £13,918 (2020 - £19,614) was attributable to unrestricted funds.

4 Charitable Activities

	2021 £	2020 £
Local Government contracts:		
Community Advice Service	476,821	351,821
Specialist Information, Advice and Advocacy	-	244,302
	476,821	596,123
Grants Received:		
Generalist Advice	77,920	2,403
Advice – Welfare Benefits	261,645	317,474
Financial Capability	11,200	64,557
Specialist Employment and Immigration	245,547	206,655
Other Services	61,394	62,442
	657,706	653,531
Total Charitable Activities	1,134,527	1,249,654

The income from charitable activities received was £1,134,527 (2020: £1,249,654) of which £523,259 was unrestricted (2020: £596,123) and £611,268 was restricted (2020: £653,531).

4 Charitable Activities (continued)

Total income of £476,821 (2020: £596,123) was received from the London Borough of Barnet and £46,438 (2020: £NIL) from the London Community Response Fund. These funds were received to deliver the Community Advice Support service and for a Specialist Information, Advice and Advocacy service fulfilled in partnership with two other local charities. There were no unfulfilled conditions or other contingencies attaching to these grants.

5 Investment Income

	2021 £	2020 £
Bank interest	420	1,295

Investment income of £420 (2020: £1,295) was attributable to unrestricted funds.

6 Analysis of Expenditure

	Direct Costs £	Support Costs (note 7) £	2021 Total Costs £
Generalist Advice	336,029	76,983	413,012
Advice Services - Welfare Benefits	177,242	72,226	249,468
Financial Capability	34,272	5,058	39,330
Specialist Information, Advice and Advocacy service	32,845	57,156	90,001
Specialist Employment and Immigration	194,076	33,769	227,845
Other services	20,620	71,266	91,886
	795,084	316,458	1,111,542

	Direct Costs £	Support Costs (note 7) £	2020 Total Costs £
Generalist Advice	218,646	87,303	305,949
Advice Services - Welfare Benefits	202,875	85,202	288,077
Financial Capability	68,311	21,193	89,504
Specialist Information, Advice and Advocacy service	129,779	64,472	194,251
Specialist Employment and Immigration	184,375	23,469	207,844
Other services	1,744	24,366	26,110
	805,730	306,005	1,111,735

£630,110 (2020: £568,034) of the above costs were attributable to restricted funds and £467,957 (2020: £543,701) was attributable to unrestricted funds.

7 Analysis of Support Costs

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2021 Costs £
Generalist Advice	38,837	31,218	6,928	76,983
Advice Services - Welfare Benefits	35,049	35,050	2,127	72,226
Financial Capability	2,483	2,424	151	5,058
Specialist Information, Advice and Advocacy Service	31,609	24,589	958	57,156
Specialist Employment and Immigration	16,897	16,080	792	33,769
Other	41,404	27,720	2,142	71,266
Total	**166,279**	**137,081**	**13,098**	**316,458**

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2020 Costs £
Generalist Advice	43,754	35,170	8,380	87,304
Advice Services - Welfare Benefits	41,346	41,346	2,509	85,201
Financial Capability	10,370	10,191	632	21,193
Specialist Information, Advice and Advocacy Service	35,610	27,703	1,159	64,472
Specialist Employment and Immigration	11,664	11,100	705	23,469
Other	14,156	9,478	732	24,366
Total	**156,900**	**134,988**	**14,117**	**306,005**

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

8 Governance Costs

	2021 £	2020 £
Legal and professional fees	3,015	4,725
Auditor's remuneration	8,480	7,650
Accountancy and taxation services	864	1,172
Trustees' meeting costs	739	570
	13,098	14,117

9 Analysis of staff costs and key management personnel

	2021 £	2020 £
Wages and salaries	695,281	637,793
Social security costs	59,459	53,489
Pension costs	13,137	11,500
	767,877	702,782

No Trustees received remuneration and other benefits from employment directly or through a related entity. However one Trustee (2020: one Trustees) was reimbursed for travel expenses in the year. The total amount of expenses reimbursed to Trustees amounted to £199 (2020: £206).

The average monthly head count was 32 (2020: 31) and analysis of the staff employees in the year were:

	2021	2020
Managers	6	4
Other	26	27
	32	31

No employees received total emoluments of more than £60,000 in the year (2020: no employees).

The key management personnel of the charitable company consists of 6 members (2020: 4) of the Barnet Citizens Advice Bureau management team whose total remunerations including employer's pension contributions totalled £248,900 (2020: £162,827).

10 Net Income

	2021 £	2020 £
Net income is stated after charging:		
Depreciation	16,288	14,061
Auditor's remuneration:		
- for audit services	8,480	7,650
- for accountancy and taxation services	864	1,172
Operating lease rentals	38,770	38,983

11 Pension commitments

The charity operates a defined contribution pension scheme. Pension costs for the period have been charged at £13,137 (2020: £11,500) as outlined above. At the period end, £2,428 was owed to the scheme (2020: £2,482).

12 Tangible Fixed Assets

	Leasehold Improvements £	Computer Equipment £	Fixtures, Fittings and Equipment £	Total £
COST				
At 1 April 2020	90,588	173,530	81,205	345,323
Additions	2,214	10,426	1,464	14,104
As at 31 March 2021	**92,802**	**183,956**	**82,669**	**359,427**
DEPRECIATION				
At 1 April 2020	62,672	157,747	69,277	289,696
Charge for year	8,431	4,070	3,788	16,288
As at 31 March 2021	**71,103**	**161,817**	**73,065**	**305,985**
NET BOOK VALUE				
As at 31 March 2021	**21,699**	**22,139**	**9,604**	**53,442**
As at 31 March 2020	27,916	15,783	11,928	55,627

13 Debtors

	2021 £	2020 £
Trade Debtors	140,721	397,675
Prepayments and Accrued Income	-	8,800
	140,721	406,475

14 Creditors: Amounts Falling Due Within One Year

	2021 £	2020 £
Trade Creditors	18,589	15,169
Taxation and Social Security	15,422	14,782
Accruals and Deferred Income	66,053	60,048
Other Creditors	7,341	7,040
	107,405	97,039

14a Deferred income

	2021 £	2020 £
Deferred income 1 April	11,000	-
Amount (released) in year	(11,000)	-
Amount deferred in year	14,145	11,000
	14,145	11,000

Income is deferred when received in the financial period but has not been earned by the end of the year. Deferred income of £14,145 comprises the following grants;

Help to claim £14,145

15 Restricted funds

	As 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Macmillan Cancer Research	37,625	108,037	(122,741)	-	22,921
Access to Justice	42,965	-	(42,965)	-	-
Access to Justice Specialist Advice Scheme	-	54,000	(30,458)	-	23,542
Access to Justice CJF	-	5,200	(4,200)	-	1,000
Citizens Advice Energy Best Deal	15,398	5,700	(12,319)	-	8,779
Trust for London	3,785	45,745	(49,530)	-	-
Talisman Account	1,722	-	(86)	-	1,636
Home Office	-	145,801	(142,885)	-	2,916
Eastern European Project	-	15,467	(15,467)	-	-
Sara Young Legacy	8,800	-	-	-	8,800
Big Energy Savings Network	1,000	5,500	(7,913)	1,413	-
Smart Energy	156	-	-	-	156
Broadband Grant	1,000	-	-	-	1,000
Thames Water	10,932	-	(8,982)	-	1,950
Covid Response	-	31,483	(31,483)	-	-
London Borough of Barnet Winter Grant	-	5,000	(1,200)	-	3,800
Good Foundation Trust: Census Fund	-	21,334	(21,334)	-	-
Help to Claim	19,883	153,608	(126,727)	-	46,764
Covid Equipment Fund	-	11,659	(11,659)	-	-
Other Restricted Funds	12,206	2,734	(161)	-	14,779
TOTAL	155,472	611,268	(630,110)	1,413	138,043

15 Restricted funds (continued)

	As 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Macmillan Cancer Research	21,952	149,098	(133,425)	-	37,625
Access to Justice	-	57,287	(14,322)	-	42,965
Citizens Advice Energy Best Deal	7,598	26,453	(18,653)	-	15,398
Trust for London	530	42,500	(39,245)	-	3,785
Talisman Account	2,339	-	(617)	-	1,722
Sara Young Legacy	8,800	-	-	-	8,800
Grange Big	4,230	2,403	(6,633)	-	-
Big Energy Savings Network	-	6,000	(5,000)	-	1,000
Smart Energy	156	-	-	-	156
Broadband Grant	1,000	-	-	-	1,000
Thames Water	2,361	32,104	(23,533)	-	10,932
Help to Claim	6,159	168,376	(154,652)	-	19,883
Harrow Council	-	5,155	(5,155)	-	-
Home Office	-	164,155	(166,799)	2,644	-
Other Restricted Funds	12,206	-	-	-	12,206
TOTAL	67,331	653,531	(568,034)	2,644	155,472

Broadband Grant is funded by Citizens Advice to assist bureaus in upgrading their broadband.

Thames Water Trust fund a debt advice and money mentoring scheme for people in water arrears.

Help to Claim is funded by Citizens Advice to provide advice and support to clients claiming Universal Credit.

The European Settlement Scheme is funded by the Home Office to deliver practical support to vulnerable EU Citizens and their family members and to help them make their EU Settlement Scheme application.

Access to Justice is funding to support the delivery of specialist legal advice in welfare benefits, immigration and employment law.

Macmillan Welfare Benefits project, funded by Macmillan Cancer Support, which provided specialist welfare benefits support to cancer patients.

Citizens Advice Energy Best Extra project, funded by Citizens Advice, which provide advice on reducing energy costs to people in need.

Trust for London funded project which supports people in need of legal advice casework for employment and immigration issues.

Talisman Account is a fund established to support destitute clients in emergency circumstances whereby the funding is not immediately available.

Sara Young Legacy is a fund for training events for volunteers, to be used over the next 4-5 years.

Big Energy Savings Network is funded from Citizens Advice to provide advice to help reduce energy costs to clients.

Smart Energy is funded by Citizens Advice to help inform and advise clients on smart energy such as smart meters.

Eastern European Project exists to provide advice specifically to clients from Eastern Europe.

COVID Response and COVID Equipment Fund to deliver equipment and activities specifically aimed to support communities through the COVID19 crisis.

Good Foundation Trust: Census exists to fund costs of gathering Census information during the 2021 census.

Transfer between funds were undertaken to update the designations of some the general funds, and to reflect some unrestricted expenditure on a restricted project.

16 Unrestricted funds

	Balance as at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2021 £
Designated funds					
Staff Fund	18,969	-	(18,969)	42,187	42,187
IT/Premises Fund	37,772	-	-	50,000	87,772
Service Development Fund	155,059	-	(90,000)	156,246	221,305
Total designated funds	211,800	-	(108,969)	248,433	351,264
General funds	352,679	537,597	(372,463)	(249,846)	267,967
TOTAL UNRESTRICTED	564,479	537,597	(481,432)	(1,413)	619,231

	Balance as at 1 April 2019 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2020 £
Designated funds					
Staff Fund	46,088	-	(27,119)	-	18,969
IT/Premises Fund	38,338	-	(10,566)	10,000	37,772
Service Development Fund	117,126	-	(52,067)	90,000	155,059
Total designated funds	201,552	-	(89,572)	100,000	211,800
General funds	292,240	617,032	(453,949)	(102,644)	352,679
TOTAL UNRESTRICTED	493,792	617,032	(543,521)	(2,644)	564,479

Designated funds:

The Staff Fund includes funds designated to fund a salary review and cost of living increase to align salaries with market rates.

The IT/Premises Fund includes £60,000 (2020: £10,000) designated as a contingency for updating equipment of premises.

The Service Development Fund includes £49,839 (2020: £45,000) designated to fund an Outreach Worker and Receptionist, which will facilitate the charity in meeting its objectives. It also includes £45,000 (2020: £45,000) to fund a Business Development Manager to enable Citizens Advice Barnet to seek new funding opportunities to meet its objectives and diversify its funding stream. It also included allowances for increased supervision capacity and a volunteer trainee which amounted to £61,408 (2020: £nil).

17 Net assets by fund

	General funds £	Designated funds £	Restricted funds £	Total funds 2021 £
Tangible fixed assets	53,442	-	-	53,442
Current assets	307,785	351,264	152,188	811,237
Creditors falling due in less than one year	(93,260)	-	(14,145)	(107,405)
	267,967	351,264	138,043	757,274

	General funds £	Designated funds £	Restricted funds £	Total funds 2020 £
Tangible fixed assets	50,442	-	5,185	55,627
Current assets	388,276	211,800	161,287	761,363
Creditors falling due in less than one year	(86,039)	-	(11,000)	(97,039)
	352,679	211,800	155,472	719,951

18 Related party transactions

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable. There were no other related party transactions (2020: none).

19 Commitments under operating leases

	Land and Buildings		Other	
	2021 £	2020 £	2021 £	2020 £
Within one year	34,920	36,420	213	2,563
Two to Five years	30,420	65,340	-	-
Greater than Five Years	-	-	-	-
Total	65,340	101,760	213	2,563