

*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**

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# BARNET CITIZENS ADVICE BUREAU

## LEGAL AND ADMINISTRATIVE DETAILS

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**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)**

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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.

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

# **BARNET CITIZENS ADVICE BUREAU**

## **TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT)**

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### **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 advice line 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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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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

# **BARNET CITIZENS ADVICE BUREAU**

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

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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

# **BARNET CITIZENS ADVICE BUREAU**

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

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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,



# BARNET CITIZENS ADVICE BUREAU

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

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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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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### **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

# **BARNET CITIZENS ADVICE BUREAU**

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

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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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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### **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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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### **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.

## BARNET CITIZENS ADVICE BUREAU

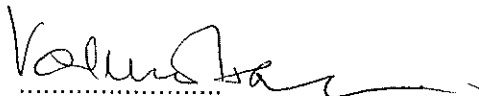
### TRUSTEES' REPORT (INCORPORATING DIRECTORS' REPORT) (continued)

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#### 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

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### 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.

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

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## **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.



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

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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

		2023			2022 (as restated)	
	Note	Unrestricted General funds £	Designated funds £	Restricted funds £	Total funds £	Total funds £
<b>INCOME</b>						
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
<b>Total income</b>		<b>376,426</b>	<b>-</b>	<b>768,071</b>	<b>1,144,497</b>	<b>1,028,462</b>
<b>EXPENDITURE</b>						
Charitable activities		(376,426)	(149,052)	(768,013)	(1,293,491)	(1,038,158)
<b>Total expenditure</b>	6	<b>(376,426)</b>	<b>(149,052)</b>	<b>(768,013)</b>	<b>(1,293,491)</b>	<b>(1,038,158)</b>
Transfer between funds		(4,936)	125,750	(120,814)	-	-
<b>(EXPENDITURE)/INCOME BEING NET MOVEMENT IN FUNDS</b>	15/16	<b>(4,936)</b>	<b>(23,302)</b>	<b>(120,756)</b>	<b>(148,994)</b>	<b>(9,696)</b>
<b>RECONCILIATION OF FUNDS</b>						
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
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>342,799</b>	<b>210,957</b>	<b>44,828</b>	<b>598,584</b>	<b>747,578</b>

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)

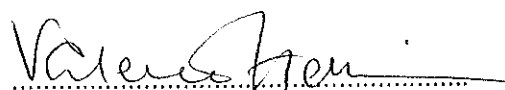
**BALANCE SHEET**  
**AS AT 31 MARCH 2023**

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

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)
		£	£
<b>Reconciliation of net income to net cash flow from operating activities:</b>			
Net income for the reporting period (as per the Statement of Financial Activities)		(148,994)	(9,696)
<b>Adjustments for:</b>			
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)
<b>Net cash provided by / (used in) operating activities:</b>		<u>(72,465)</u>	<u>(86,373)</u>
<b>Cash flows from investing activities:</b>			
Dividends, interests and rents from investments		3,289	53
Purchases of fixed assets	12	(4,561)	(23,832)
<b>Net cash (used in) investing activities:</b>		<u>(1,272)</u>	<u>(23,779)</u>
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
<b>Cash and cash equivalents at the end of the reporting period:</b>		<u>486,627</u>	<u>560,364</u>

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

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

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

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

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### 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.

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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### 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.

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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### 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.



## BARNET CITIZENS ADVICE BUREAU

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

**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) £
<b>Local Government contracts:</b>		
Community Advice Service	347,553	347,552
	<u>347,553</u>	<u>347,552</u>
<b>Grants Received:</b>		
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
	<u>768,071</u>	<u>652,685</u>
Total Charitable Activities	<u>1,115,624</u>	<u>1,000,237</u>

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).

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 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
	<u>966,406</u>	<u>327,085</u>	<u>1,293,491</u>

	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
	<u>691,389</u>	<u>346,769</u>	<u>1,038,158</u>

£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.

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 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	-	-	-	-
<b>Total</b>	<b>155,910</b>	<b>146,875</b>	<b>24,300</b>	<b>327,085</b>

	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
<b>Total</b>	<b>181,123</b>	<b>150,882</b>	<b>14,764</b>	<b>346,769</b>

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.

## BARNET CITIZENS ADVICE BUREAU

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### 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
	<u>24,300</u>	<u>14,764</u>

#### 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
	<u>1,022,839</u>	<u>770,865</u>

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
	<u>41</u>	<u>32</u>

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).

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 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 £
<b>COST</b>				
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
<b>DEPRECIATION</b>				
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
<b>NET BOOK VALUE</b>				
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

## BARNET CITIZENS ADVICE BUREAU

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

<b>13 Debtors</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>(as restated) £</b>
Trade Debtors	171,360	175,499
Accrued Income and Prepayments	39,290	37,076
	<u>210,650</u>	<u>212,575</u>
<b>14 Creditors: Amounts Falling Due Within One Year</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
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
	<u>139,812</u>	<u>83,296</u>
<b>14a Deferred income</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Deferred income 1 April	-	14,145
Amount (released) in year	-	(14,145)
Amount deferred in year	70,172	-
	<u>70,172</u>	<u>-</u>

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

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 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)	-	-
<b>TOTAL</b>	<b>165,584</b>	<b>768,071</b>	<b>(768,013)</b>	<b>(120,814)</b>	<b>44,828</b>

## BARNET CITIZENS ADVICE BUREAU

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### 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
<b>TOTAL</b>	<b>138,043</b>	<b>656,636</b>	<b>(629,095)</b>	<b>-</b>	<b>165,584</b>

Broadband Grant is funded by Citizens Advice to assist bureaux 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.



## **BARNET CITIZENS ADVICE BUREAU**

### **NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023**

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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.

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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 £
<b>Designated funds</b>					
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
<b>Total designated funds</b>	<b>234,259</b>	<b>-</b>	<b>(149,052)</b>	<b>125,750</b>	<b>210,957</b>
<b>General funds</b>	<b>347,735</b>	<b>376,426</b>	<b>(376,426)</b>	<b>(4,936)</b>	<b>342,799</b>
<b>TOTAL UNRESTRICTED</b>	<b>581,994</b>	<b>376,426</b>	<b>(525,478)</b>	<b>120,814</b>	<b>553,756</b>

	Balance as at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance as at 31 March 2022 £
<b>Designated funds</b>					
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
<b>Total designated funds</b>	<b>351,264</b>	<b>-</b>	<b>(108,969)</b>	<b>(8,036)</b>	<b>234,259</b>
<b>General funds</b>	<b>267,967</b>	<b>371,827</b>	<b>(300,095)</b>	<b>8,036</b>	<b>347,735</b>
<b>TOTAL UNRESTRICTED</b>	<b>619,231</b>	<b>371,827</b>	<b>(409,064)</b>	<b>-</b>	<b>581,994</b>

# BARNET CITIZENS ADVICE BUREAU

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 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)
	<u>342,799</u>	<u>210,957</u>	<u>44,828</u>	<u>598,584</u>
	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)
	<u>347,735</u>	<u>234,259</u>	<u>165,584</u>	<u>747,578</u>

### 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).

# BARNET CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**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	<u>3,802</u>	<u>30,420</u>	<u>448</u>	<u>2,304</u>

**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.