

*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

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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 (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.

# **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>	Sheetal Anand
<b>REGISTERED OFFICE</b>	40-44 Church End London NW4 4JT
<b>AUDITORS</b>	Sayer Vincent 110 Golden Lane London EC1Y 0TG
<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.

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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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### **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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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### **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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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### **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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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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.



# **BARNET CITIZENS ADVICE BUREAU**

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

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### **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.

# **BARNET CITIZENS ADVICE BUREAU**

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

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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.

### **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**

# BARNET CITIZENS ADVICE BUREAU

## Independent auditor's report

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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.

## **Independent auditor's report**

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### **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.

## **Independent auditor's report**

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### **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

## Independent auditor's report

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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](http://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)

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

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

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	
	£	£	£	£
<b>Cash flows from operating activities</b>				
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	
<b>Net cash provided by / (used in) operating activities</b>		(33,341)		160,395
<b>Cash flows from investing activities:</b>				
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)	
<b>Net cash provided by / (used in) investing</b>		930		4,907
<b>Change in cash and cash equivalents in the year</b>		(32,410)		165,302
Cash and cash equivalents at the beginning of the year		651,929		486,627
<b>Cash and cash equivalents at the end of the year</b>		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.

Notes to the financial statements

For the year ended 31 March 2025

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**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

Notes to the financial statements

For the year ended 31 March 2025

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**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.

## Notes to the financial statements

For the year ended 31 March 2025

**2 Income from donations and legacies**

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Donations	23,950	–	<b>23,950</b>	35,549	–	35,549
	<u>23,950</u>	<u>–</u>	<u><b>23,950</b></u>	<u>35,549</u>	<u>–</u>	<u>35,549</u>

**3 Income from charitable activities**

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

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	–	<b>11,658</b>	10,761	–	10,761
	<u>11,658</u>	<u>–</u>	<u><b>11,658</b></u>	<u>10,761</u>	<u>–</u>	<u>10,761</u>

## 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
<b>Total expenditure 2025</b>	<b>994,479</b>	<b>461,163</b>	<b>1,455,643</b>	
Total expenditure 2024	853,761	487,562		1,341,323

	Staff Costs £	Admin & Premises Costs £	Governance costs £	2025 Total £	2024 Total £
Support Costs					
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

	2025 Total £	2024 Total £
Governance Costs		
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
<b>Total expenditure 2024</b>	<b>853,761</b>	<b>487,562</b>	<b>1,341,323</b>

	Staff Costs £	Admin & Premises Costs £	Governance costs £	2024 Total £
Support Costs				
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
<b>Total</b>	<b>233,327</b>	<b>219,201</b>	<b>35,034</b>	<b>487,562</b>

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

## Notes to the financial statements

For the year ended 31 March 2025

**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
	<b>1,229,070</b>	<b>1,072,262</b>

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

	2025 No.	2024 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 No.	2024 No.
Managers	4.0	4.0
Other	39.0	37.0
	<b>43.0</b>	<b>41.0</b>



## Notes to the financial statements

For the year ended 31 March 2025

**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 1 Trustees (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 £
<b>Cost</b>				
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
<b>Depreciation</b>				
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
<b>Net book value</b>				
<b>At the end of the year</b>	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.

## Notes to the financial statements

For the year ended 31 March 2025

**12 Debtors**

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

**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
	<b>113,777</b>	<b>148,158</b>

**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
	<b>33,130</b>	<b>48,082</b>

**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
<b>Net assets at 31 March 2025</b>	<b>539,610</b>	<b>131,385</b>	<b>22,664</b>	<b>693,659</b>

**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
<b>Net assets at 31 March 2024</b>	<b>489,564</b>	<b>131,385</b>	<b>33,342</b>	<b>654,291</b>

## 17a Movements in funds (current year)

	At 1 April 2024 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2025 £
<b>Restricted funds:</b>					
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)	-	-
<b>Total restricted funds</b>	<b>33,442</b>	<b>1,051,751</b>	<b>(1,062,529)</b>	<b>-</b>	<b>22,664</b>
<b>Unrestricted funds:</b>					
Designated funds:					
Staff fund	25,000	-	-	-	25,000
IT/Premises Fund	96,386	-	-	-	96,386
Service Development fund	9,999	-	-	-	9,999
<b>Total designated funds</b>	<b>131,385</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>131,385</b>
<b>General funds</b>	<b>489,564</b>	<b>443,161</b>	<b>(393,115)</b>	<b>-</b>	<b>539,610</b>
<b>Total unrestricted funds</b>	<b>620,949</b>	<b>443,161</b>	<b>(393,115)</b>	<b>-</b>	<b>670,995</b>
<b>Total funds</b>	<b>654,391</b>	<b>1,494,912</b>	<b>(1,455,643)</b>	<b>-</b>	<b>693,659</b>

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

## Notes to the financial statements

For the year ended 31 March 2025

## 17b Movements in funds (prior year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
<b>Restricted funds:</b>					
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)	-	-
<b>Total restricted funds</b>	<b>44,828</b>	<b>1,003,267</b>	<b>(1,003,267)</b>	<b>(11,386)</b>	<b>33,442</b>
<b>Unrestricted funds:</b>					
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
<b>Total designated funds</b>	<b>210,957</b>	<b>-</b>	<b>-</b>	<b>(79,572)</b>	<b>131,385</b>
<b>General funds</b>	<b>342,799</b>	<b>393,863</b>	<b>(338,056)</b>	<b>90,958</b>	<b>489,564</b>
<b>Total unrestricted funds</b>	<b>553,756</b>	<b>393,863</b>	<b>(338,056)</b>	<b>11,386</b>	<b>620,949</b>
<b>Total funds</b>	<b>598,584</b>	<b>1,397,130</b>	<b>(1,341,323)</b>	<b>-</b>	<b>654,391</b>

**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.