

HARINGEY CITIZENS ADVICE BUREAUX

England & Wales · Charity number 1069301

Details

Other names	Citizens Advice Haringey
Status	Registered
Legal form	Charitable company
Company number	03501846
Registered	1998-04-27
Register	View on the Charity Commission register

Contact

Address	Haringey Citizens Advice Bureaux 20e Waltheof Gardens London N17 7DN
Phone	02038725840
Website	www.citizensadviceharingey.org.uk

Activities

Objects: FOR THE PROMOTION OF ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THE COMMUNITY IN HARINGEY AND SURROUNDING AREAS BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: Haringey CABX works to: Ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities or of the services available to them or through an inability to express their needs effectively, and Exercise a responsible influence on the developemnt of social policies and services, both locally and nationally. The advice is free, independent, impartial & confidential

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** HARINGEY AND SURROUNDING AREAS
- Haringey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£980,334	£934,940	£1,360,854	15
2024-03-31	£889,287	£817,843	£1,295,817	14
2023-03-31	£1,071,713	£1,323,546	£1,224,373	19
2022-03-31	£1,309,336	£1,360,335	£1,476,208	26
2021-03-31	£1,399,623	£1,196,687	£1,489,207	24

Trustees

Name	Role	Appointed
Lorna Marianne Reith	Chair	2020-03-26
Andrew Godfrey Mr		2021-03-26
Cruz Glynka		2023-02-06
Giselle Sarah Colette McGowan		2020-03-26
RICHARD WARNER		2013-01-28
Rachel Sarah Ormsby		2024-10-28
Richard Tueten		2024-07-29
Ryan Ashley Homes		2024-10-28
SEAN O'DONOVAN		
Stephen Jeffery Tawiah		2025-07-29

Accounts

Company registration number: 03501846

Charity registration number: 1069301

HARINGEY CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

**TRUSTEES' REPORT AND DRAFT FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

HARINGEY CITIZENS ADVICE BUREAUX

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HARINGEY CITIZENS ADVICE BUREAUX

CHARITY REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2025

Trustees

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served from 1 April 2024 up to the date of approval of these financial statements were as follows:

Andrew Godfrey
Chloe Hedman (Resigned 25th November 2024)
Richard Warner
Sean O'Donovan
Gloria Saffery-Powell (Resigned 3rd March 2025)
Peter Mitchell
Cruz Glynka
Lorna Reith
Giselle McGowan
Richard Teuten (Co-opted 29th July 2024)
Rachel Ormsby (Co-opted 28th October 2024)
Ryan Homes (Co-opted 28th October 2024)

Company registration number

03501846

Charity registration number

1069301

Registered office

20E Waltheof Gardens
London
N17 7DN

Bureau address:

Waltheof Gardens Citizens Advice
20E Waltheof Gardens
London
N17 7DN

Chief Executive and Company Secretary

Daniel Blake

Independent auditors

Beever and Struthers
Chartered Accountants & Business Advisers
150 Minories
London
EC3N 1LS

Bankers

The Co-operative Bank plc
1 Balloon Street
Manchester
M60 4EP

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their report and the financial statements for the year ended 31 March 2025

The financial statements comply with the Charities Act 2022, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Structure, Governance and Management

The company is limited by guarantee, governed by its memorandum and articles of association dated 30 January 1998 and last amended on 6 October 2011, and registered under the number 03501846. The company is registered as a charity under the number 1069301. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Citizens Advice Haringey operates under the membership umbrella of National Association of Citizens Advice Bureaux who provide the framework for standards of advice and casework management. Citizens Advice Haringey (CAH) co-operates and liaises, on behalf of its clients, with a number of advice agencies in the borough, local charities, the Health Authority and Council services.

The affairs of Citizens Advice Haringey are governed by the Board of Trustees who meet at least four times a year. The members of the charity are individuals companies or organisations who are interested in furthering the work of the charity and who are not paid, or volunteer workers of the charity. Each member has one vote.

The ordinary membership, as well as the make-up of the Trustee Board, is reviewed annually prior to the Annual General Meeting. We carry out a skills audit and an assessment of the diversity of the Board. This is followed by a recruitment campaign for both ordinary members and potential Trustees. This is done using our extensive network across the local voluntary and community sector as well as specialist agencies.

Board of Trustees

The members of the Board of Trustees perform the role of directors in company law and are the Trustees in charity law. Those who served during the year, except where indicated, are listed on page 3.

We would like to thank our Trustees for the dedication and commitment they have given over the years.

Organisational Structure

A Trustee Board, of currently 10 members, administers the charity. They meet at least four times per year with additional quarterly meetings of the subcommittees for Finance & Resources and People & Effectiveness. The Chief Executive of the organisation has been appointed by the Trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the Trustee Board in line with the Business Development Plan and are reviewed at least annually. The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the Trustee Board. Reports and recommendations are then taken to the full Board for approval, and their implementation is organised by the Chief Executive and the staff team.

There are regular staff, volunteer and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and Stakeholders.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

Remuneration of Key Management Personnel

The Trustees consider that the Board of Trustees and the Senior Management Team (SMT) comprise the Key Management Personnel of the charity.

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 notes 7 and 9 to the financial statements.

Remuneration for the of SMT is set out in note 9 to the financial statements.

Related Parties

In addition to its membership of Citizens Advice, the charity also cooperates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Public Benefit

We review our aims, objectives and activities on a regular basis. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It looks at the success of each key activity and the benefits to those groups of people we are here to help and it also helps us to ensure our aims, objectives and activities remain focussed on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Objectives, Activities and Achievements

The objectives for which the charity was established as defined in the Articles of Association are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty and distress.

CAH helps people get the support they need and enables them to manage their lives better in times of crisis. Life is complicated and things can go wrong for all of us. CAH's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

CAH seeks to put the client at the heart of everything we do. We are committed to a community centred approach that recognises our clients, local community, social and faith networks as assets, not people with problems.

We also emphasise the importance of early intervention and prevention, seeking to understand and act on the underlying causes of demand for our services and tackle preventable systemic failure.

CAH aims to achieve these by taking the following approach.:

- To follow the policies and guidelines set down by Citizens Advice.
- To develop an effective front-line advice service by harnessing a local diversity of volunteers and training them to a high standard.
- To complement and support CAH based services through a network of outreach advice sessions and managerial and administrative resources.
- To control financial operations by the use of a Business Development Plan and Budget.
- The setting up of subcommittees to further particular aspects of the charity's activities and responsibilities including health and safety, finance, human resources and quality of advice services

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

Information, Advice and Guidance:

Citizens Advice Haringey (CAH) in partnership with two subcontractors (Vibrance and Public Voice) continue to deliver the Information, advice and guidance contract to residents and those who work in Haringey as part of the Haringey Advice Partnership.

The service has been at the heart of our efforts to support residents to live a good life with a reasonable standard of living.

The aims of the service are to:

- Deliver a universal, comprehensive and quality assured information, advice and guidance offer to improve the capacity of all residents in Haringey to manage their needs independently of the Council, and to access the right support at the right time, with a focus on early help and prevention
- Build the capacity of individuals to manage their own information, advice and guidance needs and resolve similar issues themselves in the future
- Build peer and community support around information, advice and guidance through community-led initiatives.

During the year Citizens Advice Haringey dealt with over 11,000 clients, and of those 48% were disabled or had a long term health condition. The top three issues people sought help with were housing, welfare benefits/debt and employment. We have seen an increase throughout the year in those seeking emergency support with either food or heating costs.

Our successes have included financial gains for our clients amounting to over £6,000,000 including benefit appeals and charitable applications for individual support.

Review of Activities and Achievements 2024- 2025

- Bringing in over £4 million to the borough in new benefits, written off and restructured debt and additional income.
- Remaining strategically relevant through participation in key groupings, committees and working groups including voluntary sector CEO's group, Homelessness Reduction Board and local Safeguarding Board.
- Leading on the managed migration of residents from legacy benefits to Universal Credit
- Successfully transitioning our advice line function from the group equity model to a stand-alone Haringey service increasing our answer rate
- Playing a key strategic role in the formation and development of Citizens Advice London.
- Distributing over 10k of funds to vulnerable residents in the form of food and energy vouchers during the year.
- Investing in growth funds for the long term sustainability of the organisation.
- Recruiting over 50 new volunteers with 96% of those now delivering services to clients.
- Developing and launching a podcast series.
- Forged closer links with neighbouring LCA's as part of regionalisation and sustainability strategy.

The cost of living crisis has continued to affect Haringey residents adversely. Child poverty in Tottenham is now at 46% and many families remain trapped in a negative budget situation.

2024 saw the election of a new government who have stated their ambition to reduce the national welfare bill and support more adults into employment. We are concerned the proposed changes to disability benefits will drive many in the borough into poverty. We are working with partner agencies and the local authority to understand the impact of these changes.

Our advice model is designed to get the relevant support to people as quickly as possible. Initial contact is routed via

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

the telephone system with information also available online via our new website. We now manage our own telephone advice line and we are answering more calls for the first time than ever before.

We continue to work at a London level to engage with other Citizens Advice and explore where funding opportunities, collaboration and shared service development may be available.

We continue to engage with the wider voluntary and community sector as key partners on the Voluntary and Community Sector CEO group and via the voluntary sector forum. In addition to the IAG contract we have also delivered the Help through Crisis project funded by the GLA and the Private Rented Sector project funded by the Big Lottery and delivered in partnership with Pro-Bono Communities.

The key statistics collected from our advice related activities over the reporting period 2024 - 2025 were:

- We dealt with over **11,000** clients by face-to face, telephone and email, as well as assisting other clients with on-going cases.
- 25,466 issues were addressed.
- The gender split of our clients was 60% female and 40% men
- Of those clients whose disability and health status was recorded:
 - 50% of clients were disabled and/or had long-term health problems
 - The two most commonly recorded types of disability were long term health conditions (42%), and those with a mental health condition (22% of disabled clients).
- The breakdown of ethnicity and nationality of our clients was:
 - 46% of clients were from black, Asian and minority ethnic (BAME) backgrounds
- The age range of our clients was:
 - 83% of our clients were aged 25-64
 - 14% aged 65 or over
 - 3% aged under 25

The Trustee Board

The Trustee Board has continued to provide strong governance, meeting regularly, discussing policies and procedures and making and approving decisions on major governance issues. The Board has been strong on financial stewardship and encouraged greater fundraising activity to ensure the sustainability and further development of the organisation.

Both subcommittees, Finance & Resources and People & Effectiveness have continued to meet regularly in order to ensure organisational compliance and development.

The ordinary membership as well as the makeup of the Trustee Board is reviewed annually prior to the Annual General Meeting.

The Board discusses policies and procedures and makes and approves decisions on major governance issues. It also ensures that there is an appropriate strategic plan and that this is being carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive and then to the members of the management team. The management team meets regularly. There are two subcommittees of the Board, Finance & Resources and People & Effectiveness, who meet quarterly, consider important issues and report to the main Board. Trustees worked closely with the Chief Executive to develop the new Business Plan and to monitor progress in achieving previously agreed milestones outlined in the Business Plan.

Campaign and Research

Our twin and equal aims are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Therefore, we need to ensure that we maximise our ability to spot trends, highlight issues and provide a bank of evidence to influence present and future policies. It will continue to be a core

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TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

aim of Citizens Advice Haringey and the Citizens Advice Bureaux family to provide evidence to support and stimulate debate, to campaign and lobby on key social policy issues, and to influence the policy makers and service providers. Citizens Advice Haringey continued to endeavour to influence policy in key areas of:

Welfare Policy Research: Welfare benefits is our largest advice area, giving us clear insights into the way the system works and the challenges it poses. We continue to collect evidence and short reports to highlight the importance of income security in general, as well as the particular challenges it poses for certain groups. These include those on low incomes receiving in-work benefits, as well as disabled people and those with long-term health conditions.

Consumer Policy Research: Covers regulated and unregulated markets allowing us to identify problems and draw comparisons about policies and practices. Consumer advice trends provide statistics on the number of consumer issues dealt with by our national network

Debt and Money Policy Research: Citizens Advice helps hundreds of thousands of people with debt and money problems each year giving us insight into how we can prevent money problems and help people to recover. Citizens Advice Haringey will continue to provide evidence to Citizens Advice

Energy Policy Research: Ensuring opportunities to make the energy market function better are not missed and consumers have good reason to become more confident and engaged. We continue to raise awareness through our Scam Awareness campaigns and Energy Week events

We are committed to increasing the range, quality and quantity of our campaigns and research work so that we can take every opportunity to improve the lives of not only our clients but for all in Haringey. We regularly make contributions to local media aimed at addressing the needs of our community

Partnerships & Business Development

Throughout this year the organisation has continued to develop new partnerships and to grow current ones. Currently we work with Vibrance, Public Voice, Bridge Renewal Trust, Selby Trust, Disability Action Haringey, Mind in Haringey and Ark Resettlement Services

We have continued working with health partners to ensure there is a coherent advice and information offer for people accessing health services. We are in discussions with the new health commissioners regarding a coherent advice model for primary care.

Citizens Advice Haringey continues to work well with London & Quadrant Housing Trust providing the Pound Advice Project taking direct referrals from the Housing Association. Advice and assistance is provided to deal with rent arrears and benefit problems, reduce debt and maximise income.

We have enjoyed a fruitful partnership with Pro Bono Community - an organisation that provides volunteer placements for trainee solicitors. In addition to providing general volunteers we were delighted to work together on A Big Lottery funded project providing remote support and legal advice to residents of the borough living in Private Rented Sector accommodation. This project has now been funded until 2026

We are also a constituent member of London Citizens Advice and leading on developing a stronger regional approach with neighbouring LCA's.

Internal and External Factors

Maintaining external quality accreditation is essential for the charity. We passed our Leadership Self Assessment Verification visit scoring green-green. We continue to maintain our audit standards with systems for record checking, independent file reviews and support for staff and governance.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

Future Developments

Citizens Advice Haringey aims to continually improve access to its service and to maintain a high quality service for as many clients as possible, focussing on those most in need and being innovative about methods of service delivery. We work in partnership with other local agencies both to prevent problems arising for clients and to help them resolve problems that have arisen. In order to achieve our objectives, we have the following plans for future work and developments:

1. Access to our Service - Monitoring and Assessing the Service
 - Review systems each year to ensure the service is still meeting needs, especially in light of changes in the operating environment.
 - Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number.
 - Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice.
2. Maintain and Develop Excellent External Relationships
 - Continue links with key partnerships and identify what joint funding bids can be submitted.
 - Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations.
 - Look to develop further the links we have made within the local community and look to diversify our income streams.
3. Provide Support and an Efficient Staff Structure for Staff
 - Explore further e-learning and other methods to ensure that staff's training needs are met.
 - Continue with our system of annual appraisals for all staff to identify training needs and assess how effectively these have been met.
 - Move office to a more effective space
4. Increase Income
 - Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible.
 - Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services.
 - Further develop partnerships with other Haringey groups and neighbouring Citizens Advice so we are in a strong position for partnership bids.
5. Engage more in campaign and research
 - Continue to monitor work and carry out local campaigns where appropriate.
 - Continue to respond to national initiatives.
 - Ensure that new staff are fully engaged in campaign work.
6. Maintain External Quality Accreditation
 - Ensure that policies are implemented so that we remain in a strong position to pass our next audit.
 - Implement the new Citizens Advice Membership package.

Principal Risks and Uncertainties

The Board of Trustees reviews the major risks to which the charity is exposed through a series of risk assessments that also details mitigation strategies and is updated at least annually. Significant external risks to funding are taken into account in the charity's development strategies and business plans which allow for diversification of funding and activities. The Trustees continue to review the financial risks to which the organisation is subject due to the generally

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

unfavourable economic climate and challenging funding environment. The Trustees believe that these and other risks will be mitigated by:

- A Board of Trustees with the necessary experience and competence to supervise all aspects of the operation of the charity
- Regular Trustees' meetings with effective reporting to ensure proper review of operations
- The establishment and maintenance of an effective and comprehensive system of internal control to ensure that the Trustees' financial responsibilities are properly discharged
- Maintenance of good relations with core funders ensuring all obligations are met in accordance with instructions of funders
- Continuing efforts to seek alternative sources of funding in order to diversify risk and reduce reliance on specific funders

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety, equal opportunities, data protection, and adult and vulnerable adults protection legislation.

Financial Review

For the year ending 31st March 2025, income totalled £980,334, a 10.2% increase from the prior year (2024: £889,287). This is represented by unrestricted income, which increased by 2.2% to £799,779 (2024: £782,035), and constitutes 81.6% of total income (2024: 80.0%) and restricted income, which increased by 68.3% to £180,555 (2024: £107,252).

Total expenditure for the year amounted to £934,940 (2024: £889,287) and resulted in a net income/expenditure surplus of £45,394 before any gains or losses on investments are taken into consideration. The charity's investment assets recorded a valuation gain of £19,643 (2024: £0).

Funds brought forward from the previous year totalled £1,295,817 (£1,295,817 unrestricted / £0 restricted), putting the final funds held by the charity at £1,360,854 at the year-end, comprising £1,360,854 unrestricted and £0 restricted funds.

Principal Funding Sources

The charity received funding from the London Borough of Haringey, We Are Digital, Big Lottery/Pro-bono Communities, National Association of Citizens Advice, Greater London Authority, Whittington NHS Trust and Bridge Renewal Trust.

This funding was spent on providing generalist advice, primarily to the residents of the London Borough of Haringey, through the core gateway and appointment services at the bureau and outreach services in health hubs and specialist projects. We continue to pursue other funding opportunities as they arise, in accordance with our three-year funding strategy and our identified priorities.

Reserves Policy

The Board of Trustees has examined the charity's requirements for operational reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure excluding the expenditure on finite projects. This gives a target of around £400,000 in general unrestricted funds as a minimum. The Trustee Board also wish to set aside a general reserve for items such as investment in IT infrastructure of £20,000.

The present level of free reserves available to the charity total £1,349,659. This figure comprises of the unrestricted reserves of £1,341,211 and revaluation reserves of £19,643 less the unrestricted fixed assets of £11,195.

Investment Policy

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

The Board of Trustees have invested part of the free reserves, with the objective of ensuring the long-term financial security of the Charity and improve its ability to complete its charitable mission. They have appointed Cartwright Benefit Solutions to provide investment management advice.

The Trustees are overall responsible for the decisions regarding the investments of the Charity, where as the management of the investments has been delegated to the Finance and Resources subcommittee. The Trustees receive quarterly reports on the fund and benchmarking performance, as well as formally reviewing the strategy and fund suitability at least every three years.

The investment strategy focuses on:

- Growth assets: Diversified across asset class, geography, and sector to achieve long-term growth.
- Asset allocation: Balancing growth and protection assets to target an expected net return of c.8.8% p.a.
- Cash flow needs: Lower-volatility funds are used to manage immediate liquidity requirements.
- Investment funds are selected based on their alignment with objectives, costs, and risk-return profiles.

Trustees actively monitor and manage investment risk. Key areas include:

- Diversification across asset classes, sectors, and geographies
- Use of actively managed funds where appropriate
- Maintenance of adequate liquidity
- Consideration of capital volatility in line with long-term goals
- Incorporation of environmental, social and governance (ESG) principles into fund selection
- Environmental, Social and Governance (ESG) factors are integral to the investment selection and monitoring process. The Trustees may review the investment managers' ESG policies and may engage or disinvest from funds that do not align with the Charity's ESG standards.

Investment Performance

Since the initial £1.1m investment in August 2024, the value of the investment has increased by c.£78k (7.1%) over the period to 31st December 2024. In the following period, a decline in global equity markets caused the invested assets to decrease in value by c.£61k. Despite this depreciation, the investment portfolio has yielded net gains of £19,643 to 31st March 2025.

The operational reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to appropriately manage the activities of the charity in the event of a temporary but significant drop in core funding. This is in line with general guidance on charities and not for profit organisations, and with three-month notice periods in contractual or service level agreements.

Statement of Board of Trustees' Responsibilities

The Trustees (who are also directors of Haringey Citizens Advice Bureaux 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 that give a true and fair view of the state of affairs of the charitable company, and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- 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

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2025

charitable company will continue in operating.

The Trustees are responsible for keeping adequate accounting records that 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.

Statement of Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

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.

Auditors

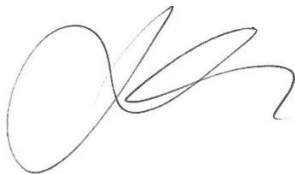
A resolution proposing that Beever and Struthers be re-appointed as auditors of the charitable company will be put to the Annual General Meeting.

Small Company Exemptions

The report of the Trustees has been prepared taking advantage of the small companies' exemption of section 415(A) of the Companies Act 2006.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2022 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

This report was approved by the Board of Trustees on 29th July 2025 and signed on its behalf by:



Lorna Reith
Chair

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2025

Opinion

We have audited the financial statements of Haringey Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities (incorporating the Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies in note 1. 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 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; 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 the provisions available for the audit of small entities, in the circumstances set out in note 8 to the financial statements, 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 Board of 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 Board of 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' Report, other than the financial statements and our auditor's report thereon. The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2025

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Board of Trustees' Responsibilities set out on page 12, the Trustees are responsible for the preparation of financial statements which 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2025

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

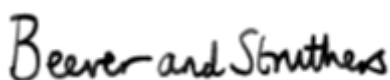
In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, Charities Act 2011, Charities Regulations 2008, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the Trustees and reviewed correspondence and Trustee meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the Trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the Trustees have in place to prevent and detect fraud. We enquired of the Trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the Trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

Use of our report

This report is made solely to the charitable company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 and the charitable company's Trustees as a body for our audit work, for this report, or for the opinions we have formed.



Beever and Struthers
Chartered Accountants
Statutory Auditor

150 Minories
London
EC3N 1LS

Date: 21 August 2025

Beever and Struthers is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

HARINGEY CITIZENS ADVICE BUREAUX

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

		Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
INCOME AND ENDOWMENTS FROM:	Note				
Donations	2	-	-	-	-
Charitable activities	4	783,328	180,555	963,882	885,244
Investments	3	-	-	-	4,043
Other		16,452	-	16,452	-
TOTAL INCOMING RESOURCES		799,779	180,555	980,334	889,287
EXPENDITURE ON:					
Charitable activities	5	712,296	222,644	934,940	817,843
TOTAL RESOURCES EXPENDED		712,296	222,644	934,940	817,843
NET INCOME / (EXPENDITURE)		87,483	(42,089)	45,394	71,444
TRANSFERS BETWEEN FUNDS	15	(42,089)	42,089	-	-
NET INCOME / (EXPENDITURE) BEFORE OTHER GAINS AND LOSSES		45,394	-	45,394	71,444
Gains / losses on revaluation of fixed assets		19,643	-	19,643	-
NET MOVEMENT IN FUNDS		65,037	-	65,037	71,444
RECONCILIATION OF FUNDS:					
Total funds brought forward		1,295,817	-	1,295,817	1,224,373
TOTAL FUNDS CARRIED FORWARD	15	1,360,854	-	1,360,854	1,295,817

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

The notes on pages 20 to 30 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX
COMPANY REGISTRATION NUMBER: 03501846

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	£	2025 £	£	2024 £
FIXED ASSETS					
Tangible assets	11		11,194		5,833
CURRENT ASSETS					
Debtors	12	58,337		45,932	
Investments	13	1,117,543		-	
Cash at bank and in hand		216,573		1,267,909	
			<u>1,392,453</u>	<u>1,313,841</u>	
CREDITORS: amounts falling due within one year	14	(37,915)		(23,388)	
NET CURRENT ASSETS			<u>1,354,538</u>		<u>1,290,452</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			1,365,733		1,296,285
CREDITORS: amounts falling due after more than one year	15		(4,878)		(468)
TOTAL NET ASSETS			1,360,854		1,295,817
CHARITY FUNDS					
Revaluation Reserve	16		19,643		-
Restricted funds	16		-		-
Unrestricted funds	16		1,341,211		1,295,817
TOTAL CHARITY FUNDS			1,360,854		1,295,817

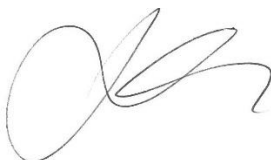
For the year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but the Trustees' have elected to have an audit under the Charities Act 2011.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The financial statements set out on pages 20 to 30 were approved and authorised for issue by the Board of Trustees on 29 July 2025 and were signed on their behalf, by:



Lorna Reith
Chair

The notes on pages 20 to 30 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	2025 £	2024 £
Cash flow from operating activities			
Net cash flow from operating activities	I	52,511	91,438
Cash flows from investing activities:			
Dividends, interest and rents from investments		5,215	4,043
Purchase of investments		(1,100,000)	-
Purchase of tangible fixed assets			
		(9,062)	(2,335)
Net cash provided by/(used in) investing activities		(1,103,847)	1,708
Cash flow from financing activities			
Repayments of borrowings		-	-
Net Cash provided by/(used in) financing activities		-	-
Change In cash and cash equivalents in the year		(1,051,336)	93,146
Cash and cash equivalents brought forward		1,267,909	1,174,763
Cash and cash equivalents carried forward		216,573	1,267,909
 Note I			
 Net movement in funds			
		65,037	71,444
 Depreciation		3,700	2,782
(Gains) / losses on investments		(17,543)	-
Dividends and interest from investments		(5,215)	(6,548)
Decrease/ (Increase) in debtors		(12,405)	65,298
Increase/ (decrease) in creditors		18,937	(41,538)
		((102,188))	
Net cash inflow from operating activities		52,511	91,438

The notes on pages 20 to 30 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

1.1 General Information and basis of preparation

Haringey Citizens Advice Bureaux is a registered charitable company limited by guarantee (Charity number 1069301, Company number 03501846) with the Charity Commission and Registrar of Companies in England and Wales. 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. The address of the registered office is 20E Waltheof Gardens, London, N17 7DN. The nature of the Charity's operations and principal activities are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The Charity constitutes a public benefit entity defined by FRS 102. The financial statements have been prepared in accordance with Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Funds

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

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

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019. Further detail of the contribution of volunteers is given in the Trustees' Report.

Income from government and other grants and contracts is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

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

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties that will result in the outflow of economic benefit. Expenditure on charitable activities includes all costs incurred on furthering the objects of the Charity.

Irrecoverable VAT is charged as an expense against the activity for which the related expenditure arose.

1.5 Support costs allocation

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include office costs, governance costs, administrative and payroll costs. They are incurred in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have allocated expenditure on charitable activities on the basis of staff time involved in the activity.

The analysis of these costs is included in Note 6.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.6 Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33.33% Straight line
Other office equipment	20.00% Straight line

1.7 Debtors receivable and creditors payable within one year

Debtors are recognised when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Creditors are recognised when the Charity has a present legal or constructive obligation resulting from a past event and the settlement is expected to result in an outflow of economic benefits.

1.8 Provisions

Provisions are recognised when the Charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

1.9 Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Cash is held at cost. Other basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost using the effective interest method.

1.10 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.11 Employee benefits

The charity operates a defined contribution pension scheme, contributions to which are expensed in the Statement of Financial Activities as they become payable.

1.12 Taxation

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

1.13 Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.14 Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

- Depreciation rates for tangible fixed assets
- Basis of valuation of financial instruments

1.15 Investments

Investments are classified as current assets and stated at market value. Income from investments is credited to the Income and Expenditure Account on a receivable basis. Movements in market value of investments are taken to the revaluation fund via the Statement of Comprehensive Income.

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. INCOME FROM DONATIONS

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Donations	-	-	-	-

3. INCOME FROM INVESTMENTS

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Bank interest	5,215	-	5,215	4,043

In 2025, all income from investments was unrestricted.

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
London Borough of Haringey				
Information Advice and Guidance	766,871	-	766,871	764,774
Connected Communities	-	-	-	-
Household Support Fund	-	-	-	-
	766,871	-	766,871	764,774
Big Lottery				
Advice Connect	-	24,771	24,771	-
Private Renting Sector	-	-	-	23,627
	-	24,771	24,771	23,627
Greater London Authority				
Greater London Authority	-	44,430	44,430	46,500
We Are Digital				
Pound Advice	16,456	-	16,456	12,120
Whittington NHS Trust				
NCIL Red Cell	-	48,333	48,333	-
Bridge Renewal Trust				
Home From Hospital	-	17,646	17,646	-
Advice First Aid	-	-	-	-
Citizens Advice				
Debt Relief Order	-	-	-	47
Energy Advice Programme	-	-	-	1,050
Cost of Living	-	-	-	-
Remote Service Delivery	-	45,375	45,375	37,125
Total	783,327	180,555	963,882	855,244

In 2025, of the total income from charitable activities, £783,327 was unrestricted and £180,555 was restricted.

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

5. EXPENDITURE FROM CHARITABLE ACTIVITIES

	Activities Undertaken Directly 2025 £	Support Costs 2025 £	Total Funds 2025 £	Total Funds 2024 £
London Communities	35,953	27,885	63,838	62,103
CITA- Cost of Living	-	-	-	20,356
We Are Digital	18,843	11,123	29,966	10,255
Private Renting Sector	-	-	-	23,627
Remote Service Delivery (CitA)	32,940	25,083	58,023	54,744
Advice Connect	18,755	9,761	28,516	-
General	37,238	2,442	39,679	36,186
Home From Hospital	9,887	8,366	18,253	-
NCIL Red Cell	33,749	20,265	54,014	-
Information Advice & Guidance (IAG)	451,935	190,715	642,650	610,572
Total	639,300	295,641	934,940	817,843

Total support costs of £295,641 (2024: £239,267) are analysed in Note 6.

6. ANALYSIS OF SUPPORT COSTS

	2025 £	2024 £
Wages and salaries (including National Insurance and Pension)	184,359	127,486
Premises costs	45,530	46,119
Actual expenses	48,159	46,721
Staff & Volunteer	5,161	7,936
Governance costs	11,848	10,549
Other	582	456
Total	295,641	239,267

Total governance costs of £11,848 (2024: £10,549) are analysed in Note 7.

7. GOVERNANCE COSTS

	2025 £	2024 £
Auditor's remuneration - audit of the financial statements	8,616	8,472
Auditor's remuneration - preparation of financial statements	2,099	2,064
Legal and professional	34	13
Other	1,100	-
Total	11,848	10,549

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

8. NET INCOME / (EXPENDITURE) FOR THE YEAR

	2025 £	2024 £
Depreciation of tangible fixed assets: owned by the charity	3,220	2,782
Auditors' remuneration – Audit of the financial statements (inclusive of VAT)	8,616	8,472
Auditors' remuneration – Preparation of financial statements (inclusive of VAT)	2,099	2,064

In common with many other organisations of our size and nature we use our auditors to assist with the preparation of the financial statements.

9. KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Charity considers its key management personnel comprise;

The Trustees
Chief Executive
Head of Finance and Resource
Head of Advice and Quality

The Trustees neither received nor waived any remuneration during the year (2024: £NIL).

The total amount of employee benefits received by other key management personnel is £161,066 (2024: £146,813).

The Trustees had £NIL expenses reimbursed during the year (2024: £NIL). No amounts were paid to Trustees to attend training courses (2024: £NIL).

10. STAFF COSTS AND EMPLOYEE BENEFITS

	2025 £	2024 £
Wages and salaries	568,989	463,315
Social security costs	51,046	45,623
Other pension costs	16,192	13,747
Total	636,227	522,685

No staff costs or employee benefits were paid by related parties.

Aggregate number of full time equivalent staff whose remuneration exceeded £60,000 in the period:

	2025	2024
£60,000 - £69,999	1	1
£70,000 - £79,999	0	0

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

10. STAFF COSTS AND EMPLOYEE BENEFITS (CONTINUED)

The average monthly number of persons employed by the Charity during the year was as follows:

	2025 No.	2024 No.
Generalist advice	8	9
Connected Communities	-	-
We Are Digital	1	-
CitA – Cost of Living	-	1
Support staff	3	2
CitA - RSD	1	1
NCIL – Red Cell	1	-
GLA	1	1
Total	15	14

11. TANGIBLE FIXED ASSETS

	Computer Equipment £	Other Fixed Assets £	Total £
Costs			
At 1 April 2024	596	18,568	19,164
Additions	-	9,062	9,062
Disposals	-	(5,764)	(5,764)
At 31 March 2025	596	21,867	22,462
Depreciation			
At 1 April 2024	198	13,134	13,332
Charge for the year	198	3,502	3,700
Disposals	-	(5,764)	(5,764)
At 31 March 2025	396	10,872	11,268
Net book value			
At 31 March 2025	198	10,995	11,194
At 31 March 2024	398	5,434	5,832

12. DEBTORS

	2025 £	2024 £
Trade debtors	50,250	42,746
Prepayments	8,086	3,186
Total	58,337	45,932

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

13. INVESTMENTS

	2025 £	2024 £
Market Value Bought Forward 31/03/2024	-	-
Addition During Year	1,100,000	-
	1,100,000	-
Net Movement in Fund During Year	19,643	-
Market Value as at 31/03/2025	1,119,643	-

Cartwrights Fund Balance & investment management cost breakdown

	Opening Balance at 1 April 2024	Additions	Estimated investment management costs	Revaluation gain/(loss)	Closing Balance at 31 March 2025
	£	£	£	£	£
Parmenion Trading Account (Cash Account) PCP126143 (BNY Sustainable Global Dynamic Bond Fund)	-	3,300	-	(2,574)	726
PCP126144 (L&G World ESG Developed Index Fund)	-	326,700	(1,000)	7,170	332,870
	-	770,000	(1,100)	15,047	783,947
Total	-	£1,100,000	(2,100)	19,643	1,117,543

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Net obligations under finance leases and hire purchase contracts (Note 21)	3,256	2,389
Other taxation and social security	12,847	12,559
Other creditors	87	87
Trade Creditors	6,646	-
Accruals	15,080	8,353
Total	37,915	23,388

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2025 £	2024 £
Net obligations under finance leases and hire purchase contracts (Note 21)	3,256	2,857
Obligations under finance leases and hire purchase contracts, included above, are payable as follows:		
In one year or more but less than two years	4,878	468
In two years or more and less than five years	-	-
In five years or more	-	-
Total	4,878	468

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

16. FUND RECONCILIATION

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers In / Out £	Gain / Losses £	Balance at 31 March 2025 £
Revaluation Reserves	-	-	-	-	19,643	19,643
Unrestricted Funds						
General funds	1,235,817	799,779	(712,296)	(42,089)	-	1,281,211
Designated funds	60,000	-	-	-	-	60,000
	1,295,817	799,779	(712,296)	(42,089)	-	1,341,211
Restricted Funds						
Advice Connect	-	24,771	(28,515)	3,744	-	-
CitA – Remote Service Delivery	-	45,375	(58,023)	12,648	-	-
Greater London Authority	-	44,430	(63,838)	19,408	-	-
Home From Hospital	-	17,646	(18,253)	607	-	-
NCIL Red Cell	-	48,333	(54,014)	5,681	-	-
	-	180,555	(222,644)	42,089	-	-
Total Funds	1,295,817	980,334	(934,940)	-	19,643	1,360,854

The restricted funds are for the following purposes:

- Greater London Authority is a project to provide advice to support crisis prevention in the cost-of-living crisis.
- Advice Connect is a Big Lottery funded project working in partnership with Pro Bono Communities, to train law students to provide telephone advice to clients with issues relating to renting homes from private sector landlords.
- CitA Remote Service Delivery provided funding is to enable the additional remote delivery of advice to more clients via phone, chat, email and/or video.
- NCL Red Cell project is funded by Whittington NHS Trust to provide a generalist adviser focus on welfare and benefit to sickle cell and thalassemia patients and their families.
- Home from Hospital is a Haringey Council funded project, working in partnership with Bridge Renewal Trust to provide information and referral to advice services for patients transition from hospital back to home.

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Tangible Fixed Assets	11,195	-	11,195	5,832
Non-current assets	1,117,543	-	1,117,543	-
Current Assets	274,910	-	274,910	1,313,841
Creditors due within one year	(37,915)	-	(37,915)	(23,288)
Creditors due in more than one year	(4,879)	-	(4,879)	(468)
Total	1,360,854	-	1,360,854	1,295,817

18. OPERATING LEASES

At 31 March 2025 the total of the Charity's future minimum lease payments under non-cancellable operating leases for land and buildings are as follows:

	2025 £	2024 £
Amounts payable:		
Within 1 year	18,000	18,000
Between 1 and 5 years	-	-
Total	18,000	18,000

19. RELATED PARTY TRANSACTIONS

During the year, the CAH paid £450 (2024: NIL), to the spouse of the Chief Executive Officer, for note-taking services provided at Trustee board and subcommittee meetings. The transaction falls within the scope of Section 9 Charities SORP (Disclosure of Related Party Transactions), as the individual is an immediate family member of key management personnel. The transaction was conducted on an arm's length basis, and the amount paid was considered reasonable for the services rendered. There were no outstanding balances owed to or from the related party at the reporting date.

20. FINANCIAL INSTRUMENTS

At the balance sheet date the Charity held the following:

	2025 £	2024 £
Financial assets		
Financial assets measured at cost:		
Cash at bank and in hand	216,573	1,267,909
Financial assets measured at amortised cost:		
Other debtors	-	-
Trade debtors	50,250	42,746
	266,823	1,310,655

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

Financial liabilities

Financial liabilities measured at amortised cost:

Trade creditors	6,646	-
Other creditors	87	87
Other taxation and social security	12,847	12,559
Obligations under finance leases	8,134	2,857
	27,714	15,503

21. OBLIGATIONS UNDER FINANCE LEASES

	2025 £	2024 £
In less than one year	3,256	2,389
In one year or more but less than two years	4,879	468
In two years or more and less than five years	-	-
In five years or more	-	-
Total	8,134	2,857

The obligations under finance leases are repayable by equal instalments. Finance leases relate to a photocopier and franking machine. The lease agreements do not include any contingent rent or restrictions.

22. TAXATION

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

23. CAPITAL COMMITMENTS

The Charity had no capital commitments as at 31 March 2025 (2024: Nil).

24. ANALYSIS OF CHANGES IN NET DEBT

Analysis of changes in net debt:

	At 1 April 2024 £	Cash Flows £	Non-Cash Movements £	At 31 March 2025 £
Cash and Cash Equivalents	1,267,909	(1,051,336)	-	216,573
Loans Due in One Year	-	-	-	-
Loans Due After One Year	-	-	-	-
	1,267,909	(1,051,336)	-	216,573

Accounts

Company registration number: 03501846

Charity registration number: 1069301

HARINGEY CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

**TRUSTEES' REPORT AND DRAFT FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

HARINGEY CITIZENS ADVICE BUREAUX

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HARINGEY CITIZENS ADVICE BUREAUX

CHARITY REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2024

Trustees

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served from 1 April 2023 up to the date of approval of these financial statements were as follows:

Andrew Godfrey
Chloe Hedman
Richard Warner
Sean O'Donovan
Gloria Saffery-Powell
Peter Mitchell
Cruz Glynka
Lorna Reith
Giselle McGowan
Laura Payne (resigned 7th August 2023)
George Dunstall (resigned 7th August 2023)

Company registration number
03501846

Charity registration number
1069301

Registered office
20E Waltheof Gardens
London
N17 7DN

Bureau address:
Waltheof Gardens Citizens Advice
20E Waltheof Gardens
London
N17 7DN

Chief Executive and Company Secretary
Daniel Blake

Independent auditors
Beever and Struthers
Chartered Accountants & Business Advisers
150 Minories
London
EC3N 1LS

Bankers
The Co-operative Bank plc
1 Balloon Street
Manchester
M60 4EP

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their report and the financial statements for the year ended 31 March 2024

The financial statements comply with the Charities Act 2022, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Structure, Governance and Management

The company is limited by guarantee, governed by its memorandum and articles of association dated 30 January 1998 and last amended on 6 October 2011, and registered under the number 03501846. The company is registered as a charity under the number 1069301. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Citizens Advice Haringey operates under the membership umbrella of National Association of Citizens Advice Bureaux (CitA), who provide the framework for standards of advice and casework management. Citizens Advice Haringey (CAH) co-operates and liaises, on behalf of its clients, with a number of advice agencies in the borough, local charities, the Health Authority and Council services.

The affairs of Citizens Advice Haringey are governed by the Board of Trustees who meet at least four times a year. The members of the charity are individuals companies or organisations who are interested in furthering the work of the charity and who are not paid, or volunteer workers of the charity. Each member has one vote.

The ordinary membership, as well as the make-up of the Trustee Board, is reviewed annually prior to the Annual General Meeting. We carry out a skills audit and an assessment of the diversity of the Board. This is followed by a recruitment campaign for both ordinary members and potential Trustees. This is done using our extensive network across the local voluntary and community sector as well as specialist agencies.

Board of Trustees

The members of the Board of Trustees perform the role of directors in company law and are the Trustees in charity law. Those who served during the year, except where indicated, are listed on page 3.

We would like to thank our Trustees for the dedication and commitment they have given over the years.

Organisational Structure

A Trustee Board, of up to 13 members, administers the charity. They meet four times per year with additional quarterly meetings of the sub-committees for Finance & Resources and People & Effectiveness. The Chief Executive of the organisation has been appointed by the Trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the Trustee Board in line with the Business Development Plan and are reviewed at least annually. The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the Trustee Board. Reports and recommendations are then taken to the full Board for approval, and their implementation is organised by the Chief Executive and the staff team.

There are regular staff, volunteer and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and Stakeholders.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

The Arrangements for Setting the Pay and Remuneration of Key Management Personnel

The Trustees consider that the Board of Trustees and the Senior Management Team (SMT) comprise the Key Management Personnel of the charity.

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 notes 9 and 18 to the financial statements.

An annual review of the existing pay scales is undertaken and a decision taken as to whether or not the charity implements the proposals made by the Chief Executive and the Trustee Board. The criteria to establish whether or not uplift should be implemented will include the financial stability of the charity and its main income streams, the trend with regard to pay increases witnessed within the appropriate operating environment (e.g. trends within similar sized voluntary sector organisations) and the current national average pay increase levels.

Related Parties

In addition to its membership of CitA, the charity also cooperates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Objectives, Activities and Achievements

The objectives for which the charity was established as defined in the Articles of Association are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

CAH helps people get the support they need and enables them to manage their lives better in times of crisis. Life is complicated and things can go wrong for all of us. CAH's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

CAH seeks to put the customer at the heart of everything we do. We are committed to a community centred approach that recognises our customers, local community, social and faith networks as assets, not people with problems.

We also emphasise the importance of early intervention and prevention, seeking to understand and act on the underlying causes of demand for our services and tackle preventable systemic failure.

The policies that have been adopted to achieve this aim are as follows:

- To follow the policies and guidelines set down by CitA.
- To develop an effective front-line advice service by harnessing a local diversity of volunteers and training them to a high standard.
- To complement and support bureaux based services through a network of outreach advice sessions and managerial and administrative resources.
- To control financial operations by the use of a Business Development Plan and Budget.
- The setting up of sub-committees to further particular aspects of the charity's activities and responsibilities including Finance & Resources and People & Effectiveness.

Information, Advice and Guidance:

Citizens Advice Haringey (CAH) in partnership with two subcontractors (Vibrance and Public Voice) continue to deliver the information, advice and guidance contract to residents and those who work in Haringey as part of the Haringey Advice Partnership.

The service has been at the heart of our efforts to support residents during the cost of living crisis.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

The aims of the service are to:

- Deliver a universal, comprehensive and quality assured information, advice and guidance offer to improve the capacity of all residents in Haringey to manage their needs independently of the Council, and to access the right support at the right time, with a focus on early help and prevention.
- Build the capacity of individuals to manage their own information, advice and guidance needs and resolve similar issues themselves in the future.
- Build peer and community support around information, advice and guidance through community-led initiatives.

During the year Citizens Advice Haringey dealt with nearly 10000 clients , and of those 46% were disabled or had a long term health condition. The top issues people sought help with were housing, welfare benefits, debt and employment. We have seen an increase throughout the year in those seeking emergency support with either food or heating costs

Our successes have included financial gains for our clients amounting to £5,612,095 including benefit appeals and charitable applications for individual support.

Objectives for the Year and Public Benefit

The charity's objectives are to promote any charitable purpose for the benefit of the community in Haringey, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

CAH's aims are to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to provide the advice people need for the problems they face and to improve policies and practices that affect people's lives.

We review our aims, objectives and activities on a regular basis. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It looks at the success of each key activity and the benefits to those groups of people we are here to help and it also helps us to ensure our aims, objectives and activities remain focussed on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Our key objectives are:

Objective 1: Make access to advice and information easier

- Ensuring good access to a service which best suits client's needs across the range of subjects
- Be able to move seamlessly between face to face, phone and digital services without repeating themselves
- Provide tailored help that meets their needs, with clear action plans every time
- Book appointments at a time that suits them, increasing opening times to evenings and Saturday mornings
- Review systems and service models each year to ensure the service is still meeting needs and demand, especially in light of changes in the operating environment
- Evaluating community based services to ensure gaps are identified and met
- Proactively monitor and assess emerging needs in order to ensure we respond and change to provide services that are relevant and focussed on the needs of the people of Haringey
- Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number
- Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice

Objective 2: Work with CitA to provide One Service

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

- CitA membership package to be reviewed annually
- Ensure that policies are implemented so that we remain in a strong position to pass our next audit
- Monitoring and assessing the service we provide to ensure and improve quality
- Maintaining external quality accreditation to provide evidence to our funders and clients that we use our resources effectively and offer a high quality service, which is excellent value for money
- Benefit from lessons learned and shared across the Citizens Advice service
- Ensure the Leadership self-assessment enables CAH to ensure that our local bureau is well run and delivering high quality services

Objective 3: Be more sustainable for the future

- Diversify our funding streams to ensure less reliance on statutory funding to deliver our core objectives
- Continue links with key partnerships and identify joint funding bids that can be submitted
- Understand the outcomes we achieve, and see services changed accordingly
- Use reliable, fast and intuitive technology
- See us repeatedly win local contracts based on quality and value for money
- Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible
- Explore joint working with other Citizens Advice offices in close locality
- Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations
- Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services

Objective 4: Be more influential

- Engage more in campaigning for change in furtherance of Citizens Advice aims and objectives
- Continue to monitor work and carry out local campaigns as within the campaign and research plan
- Ensure the opportunity to campaign for change on the issues affecting local people or those they care most about

Objective 5: Be a stronger equality champion

- Have discrimination issues consistently identified and acted upon
- See our local communities better reflected in our service
- See our equality influence working in an impactful way
- Ensure that new staff and volunteers are fully engaged in campaign work

Objective 6: Support an efficient staff and volunteer structure

- Support an efficient staff and volunteer base to provide high quality services across Haringey's community
- Explore further e-learning and other methods to ensure that staff and volunteer training needs are met
- Continue with system of annual appraisals for all staff and volunteers to identify training needs and assess how effectively these have been met
- Continue with performance management systems reviewing on an annual basis

Review of Activities and Achievements 2023-2024

This year has seen the cost of living impact the lives of so many residents. The war in Ukraine and rising interest rates have seen many in our borough faced with rising energy costs, spiralling mortgages and rent payments whilst wages and benefit levels have stagnated.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

Many of our residents have found themselves trapped in negative budget situations where they simply have more going out than coming in. For many of our clients surviving month to month is an achievement. For many in our borough this year has been when they have had to choose between eating and heating.

Our advice model is designed to get the relevant support to people as quickly as possible. Initial contact is routed via the telephone system with information also available online via our new website. We remain part of CitA's Group Equity Model (GEM), where capacity to answer calls to Adviceline are shared between a group of bureaux, allowing for broader coverage to assist clients.

A large proportion of our demand is as a result of "failure" by statutory agencies particularly the local authority. We continue to work at removing this demand by producing better systems enabling people to access the support they need without having to make numerous trips or phone calls and by reducing the amount of times people are handed off to another member of staff.

We continue to engage with the wider voluntary and community sector as key partners on the VCS CEO group and via the voluntary sector forum. In addition to the IAG contract we have also delivered the Help through Crisis project funded by the GLA and the Private Rented Sector project funded by the Big Lottery and delivered in partnership with Pro-Bono Communities.

The key statistics collected from our advice related activities over the reporting period 2023-2024 were:

- We dealt with nearly 10,000 clients by telephone and email, as well as assisting other clients with on-going cases
- 24,086 issues were addressed
- The gender split of our clients was 59% female and 41% men
- Of those clients whose disability and health status was recorded:
 - 46% of clients were disabled and/or had long-term health problems
 - The two most commonly recorded types of disability were long term health conditions (45%), and those with a mental health condition (19% of disabled clients).
- The breakdown of ethnicity and nationality of our clients was:
 - 48% of clients were from black, Asian and minority ethnic (BAME) backgrounds
- The age range of our clients was:
 - 83% of our clients were aged 25-64
 - 9% aged 65 or over
 - 5% aged under 25

The Trustee Board

The Trustee Board has continued to provide strong governance, meeting regularly, discussing policies and procedures and making and approving decisions on major governance issues. The Board has been strong on financial stewardship and encouraged greater fundraising activity to ensure the sustainability and further development of the organisation.

Both sub committees, Finance & Resources and People & Effectiveness, have continued to meet regularly in order to ensure organisational compliance and development.

The ordinary membership as well as the makeup of the Trustee Board is reviewed annually prior to the Annual General Meeting.

The Board discusses policies and procedures and makes and approves decisions on major governance issues. It also ensures that there is an appropriate strategic plan and that this is being carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive and then to the members of the

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

management team. The management team meets regularly. There are two subcommittees of the Board, Finance, HR, health and safety, quality and campaign and research and health and safety who meet quarterly, consider important issues and report to the main Board.

Trustees worked closely with the Chief Executive to develop the new Business Plan and to monitor progress in achieving previously agreed milestones outlined in the Business Plan.

Campaign and Research

Our twin and equal aims are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Therefore, we need to ensure that we maximise our ability to spot trends, highlight issues and provide a bank of evidence to influence present and future policies. It will continue to be a core aim of Citizens Advice Haringey and the Citizens Advice Bureaux family to provide evidence to support and stimulate debate, to campaign and lobby on key social policy issues, and to influence the policy makers and service providers. Citizens Advice Haringey continued to endeavour to influence policy in key areas of:

- **Welfare Policy Research:** Welfare benefits is our largest advice area, giving us clear insights into the way the system works and the challenges it poses. We continue to collect evidence and short reports to highlight the importance of income security in general, as well as the particular challenges it poses for certain groups. These include those on low incomes receiving in-work benefits, as well as disabled people and those with long-term health conditions.
- **Consumer Policy Research:** Covers regulated and unregulated markets allowing us to identify problems and draw comparisons about policies and practices. Consumer advice trends provide statistics on the number of consumer issues dealt with by our national network.
- **Debt and Money Policy Research:** Citizens Advice helps hundreds of thousands of people with debt and money problems each year giving us insight into how we can prevent money problems and help people to recover. Citizens Advice Haringey will continue to provide evidence to Citizens Advice.
- **Energy Policy Research:** Ensuring opportunities to make the energy market function better are not missed and consumers have good reason to become more confident and engaged. We continue to raise awareness through our Scam Awareness campaigns and Energy Week events.

We are committed to increasing the range, quality and quantity of our campaigns and research work so that we can take every opportunity to improve the lives of not only our clients but for all in Haringey. We regularly make contributions to local media aimed at addressing the needs of our community.

Partnerships & Business Development

Throughout this year the organisation has continued to develop new partnerships and to grow current ones. Currently we work with Vibrance, Public Voice, Bridge Renewal Trust, Selby Trust, Disability Action Haringey, Mind in Haringey and Ark Resettlement Services

We have continued working with health partners to ensure there is a coherent advice and information offer for people accessing health services. We are in discussions with the new health commissioners regarding a coherent advice model for primary care.

Citizens Advice Haringey continues to work well with London & Quadrant Housing Trust providing the Pound Advice Project taking direct referrals from the Housing Association. Advice and assistance is provided to deal with rent arrears and benefit problems, reduce debt and maximise income.

We have enjoyed a fruitful partnership with Pro Bono Community - an organisation that provides volunteer placements for trainee solicitors. In addition to providing general volunteers we were delighted to work together on A Big Lottery funded project providing remote support and legal advice to residents of the borough living in Private Rented Sector accommodation. The project ended in December 2023 and we have an application pending with Big Lottery for Continuation funding.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

We have been instrumental in the development of a joint venture vehicle at London Citizens Advice level. This was formally agreed in February and will provide a way of securing greater influence and funding via a pan London approach.

We are grateful to Haringey Council, CitA and London Quadrant for continued funding and support.

Internal and External Factors

Maintaining external quality accreditation is essential for the charity. We passed our Leadership Self-Assessment verification visit scoring yellow, yellow. We continue to maintain our audit standards with systems for record checking, independent file reviews and support for staff and governance.

Future Developments

Citizens Advice Haringey aims to continually improve access to its service and to maintain a high quality service for as many clients as possible, focussing on those most in need and being innovative about methods of service delivery. We work in partnership with other local agencies both to prevent problems arising for clients and to help them resolve problems that have arisen. In order to achieve our objectives, we have the following plans for future work and developments:

1. Access to our Service - Monitoring and Assessing the Service
 - Review systems each year to ensure the service is still meeting needs, especially in light of changes in the operating environment.
 - Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number.
 - Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice.
2. Maintain and Develop Excellent External Relationships
 - Continue links with key partnerships and identify what joint funding bids can be submitted.
 - Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations.
 - Look to develop further the links we have made within the local community and look to diversify our income streams.
3. Provide Support and an Efficient Staff Structure for Staff
 - Explore further e-learning and other methods to ensure that staff's training needs are met.
 - Continue with our system of annual appraisals for all staff to identify training needs and assess how effectively these have been met.
4. Increase Income
 - Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible.
 - Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services.
 - Further develop partnerships with other Haringey groups and neighbouring Citizens Advice so we are in a strong position for partnership bids.
5. Engage more in campaign and research
 - Continue to monitor work and carry out local campaigns where appropriate.
 - Continue to respond to national initiatives.
 - Ensure that new staff are fully engaged in campaign work.
6. Maintain External Quality Accreditation
 - Ensure that policies are implemented so that we remain in a strong position to pass our next audit.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

- Implement the new CiTA Membership package.

Principal Risks and Uncertainties

The Board of Trustees reviews the major risks to which the charity is exposed through a series of risk assessments that also details mitigation strategies and is updated at least annually. Significant external risks to funding are taken into account in the charity's development strategies and business plans which allow for diversification of funding and activities. The Trustees continue to review the financial risks to which the organisation is subject due to the generally unfavourable economic climate and challenging funding environment. The Trustees believe that these and other risks will be mitigated by:

- A Board of Trustees with the necessary experience and competence to supervise all aspects of the operation of the charity.
- Regular Trustees' meetings with effective reporting to ensure proper review of operations.
- The establishment and maintenance of an effective and comprehensive system of internal control to ensure that the Trustees' financial responsibilities are properly discharged.
- Maintenance of good relations with core funders ensuring all obligations are met in accordance with instructions of funders.
- Continuing efforts to seek alternative sources of funding in order to diversify risk and reduce reliance on specific funders.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety, equal opportunities, data protection, and adult and vulnerable adults protection legislation.

Financial Review

Income for the year ending 31st March 2024 totalled £889,287, a 17% decrease from the previous year (2023: £1,071,713). Unrestricted income decreased by 1.6% to £782,035 (2023: £794,439), however it has increased in relation to total income to 87.9% (2023: 74.1%). Restricted income decreased by 61.3% to £107,252 (2023: £277,273).

Expenditure totalled £817,843 (2023: £1,323,546), creating a net income of £71,444 for the year. Funds brought forward from the previous year totalled £1,224,373 (£1,211,460 unrestricted / £12,913 restricted), putting the final funds held by the charity at £1,295,817 at the year end, all of which is unrestricted.

Principal Funding Sources

The charity received funding from the London Borough of Haringey, We Are Digital, Big Lottery/ Pro-bono Communities and CiTA. This funding was spent on providing generalist advice, primarily to the residents of the London Borough of Haringey, through the core gateway and appointment services at the bureau and outreach services in health hubs and specialist projects.

We continue to pursue other funding opportunities as they arise, in accordance with our three-year funding strategy and our identified priorities.

Investment Policy

The Charity will continue to retain a prudent amount in reserves each year. Most of the charity's funds are to be spent in the short term, so the current policy is to invest the amount that it has available and grants received in advance in short term bank deposits and deposit bonds. The Board of Trustees is currently looking at other investment models and undertaking professional advice, to make better use of its financial reserves.

Reserves Policy

The Board of Trustees has examined the charity's requirements for operational reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2024

assets held by the charity should be 3 months of the expenditure excluding the expenditure on finite projects. This gives a target of around £400,000 in general unrestricted funds as a minimum. The Trustee Board also wish to set aside a general reserve for items such as investment in IT infrastructure of £20,000.

The present level of free reserves available to the charity total £1,289,985. This figure comprises of the unrestricted reserves of £1,295,817 less the unrestricted fixed assets of £5,832.

The operational reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to appropriately manage the activities of the charity in the event of a temporary but significant drop in core funding. This is in line with general guidance on charities and not for profit organisations, and with three-month notice periods in contractual or service level agreements.

Statement of Board of Trustees' Responsibilities

The Trustees (who are also directors of Haringey Citizens Advice Bureaux 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 that give a true and fair view of the state of affairs of the charitable company, and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgments 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 operating.

The Trustees are responsible for keeping adequate accounting records that 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.

Statement of Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

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.

Auditors

A resolution proposing that Beever and Struthers be re-appointed as auditors of the charitable company will be put to the Annual General Meeting.

Small Company Exemptions

HARINGEY CITIZENS ADVICE BUREAUX

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024**

The report of the Trustees has been prepared taking advantage of the small companies' exemption of section 415(A) of the Companies Act 2006.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2022 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

This report was approved by the Board of Trustees on 29 July 2024 and signed on its behalf by:



Lorna Reith
Chair

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2024

Opinion

We have audited the financial statements of Haringey Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities (incorporating the Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies in note 1. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for the audit of small entities, in the circumstances set out in note 8 to the financial statements, 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 Board of 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 Board of 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' Report, other than the financial statements and our auditor's report thereon. The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2024

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Board of Trustees' Responsibilities set out on pages 13 and 14, the Trustees are responsible for the preparation of financial statements which 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2024

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, Charities Act 2011, Charities Regulations 2008, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the Trustees and reviewed correspondence and Trustee meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the Trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the Trustees have in place to prevent and detect fraud. We enquired of the Trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the Trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

Use of our report

This report is made solely to the charitable company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 and the charitable company's Trustees as a body for our audit work, for this report, or for the opinions we have formed.



Beever and Struthers
Chartered Accountants
Statutory Auditor

150 Minories
London
EC3N 1LS

Date: 30 August 2024

Beever and Struthers is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

HARINGEY CITIZENS ADVICE BUREAUX

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

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
INCOME AND ENDOWMENTS FROM:					
Donations	2	-	-	-	-
Charitable activities	4	777,992	107,252	885,244	1,071,191
Investments	3	4,043	-	4,043	319
Other		-	-	-	203
TOTAL INCOMING RESOURCES		782,035	107,252	889,287	1,071,713
EXPENDITURE ON:					
Charitable activities	5	657,013	160,830	817,843	1,323,546
TOTAL RESOURCES EXPENDED		657,013	160,830	817,843	1,323,546
NET INCOME / (EXPENDITURE)		125,022	(53,578)	71,444	(251,833)
TRANSFERS BETWEEN FUNDS	15	(40,665)	40,665	-	-
NET INCOME / (EXPENDITURE) BEFORE OTHER GAINS AND LOSSES		84,357	(12,913)	71,444	(251,833)
NET MOVEMENT IN FUNDS		84,357	(12,913)	71,444	(251,833)
RECONCILIATION OF FUNDS:					
Total funds brought forward		1,211,460	12,913	1,224,373	1,476,208
TOTAL FUNDS CARRIED FORWARD	15	1,295,817	-	1,295,817	1,224,373

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

The notes on pages 20 to 31 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX
COMPANY REGISTRATION NUMBER: 03501846

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	£	2024 £	£	2023 £
FIXED ASSETS					
Tangible assets	11		5,832		6,280
CURRENT ASSETS					
Debtors	12	45,932		111,230	
Cash at bank and in hand		1,267,909		1,174,763	
		<u>1,313,841</u>		<u>1,285,993</u>	
CREDITORS: amounts falling due within one year	13	<u>(23,388)</u>		<u>(64,926)</u>	
NET CURRENT ASSETS			<u>1,290,453</u>		<u>1,221,067</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>1,296,285</u>		<u>1,227,347</u>
CREDITORS: amounts falling due after more than one year	14		<u>(468)</u>		<u>(2,974)</u>
TOTAL NET ASSETS			<u>1,295,817</u>		<u>1,224,373</u>
CHARITY FUNDS					
Restricted funds	15		-		12,913
Unrestricted funds	15		1,295,817		1,211,460
TOTAL CHARITY FUNDS			<u>1,295,817</u>		<u>1,224,373</u>

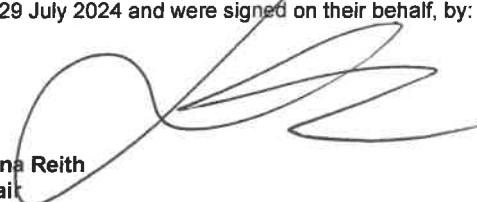
For the year ending 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but the Trustees' have elected to have an audit under the Charities Act 2011.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The financial statements set out on pages 20 to 31 were approved and authorised for issue by the Board of Trustees on 29 July 2024 and were signed on their behalf, by:


Lorna Reith
 Chair

The notes on pages 20 to 31 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024**

		2024 £	2023 £
Cash flow from operating activities	Note		
Net cash flow from operating activities	i	91,438	(240,880)
Cash flows from investing activities:			
Dividends, interest and rents from investments		4,043	319
Purchase of tangible fixed assets		<u>(2,335)</u>	<u>(6,359)</u>
Net cash provided by/(used in) investing activities		1,708	(6,040)
Cash flow from financing activities			
Repayments of borrowings		-	-
Net Cash provided by/(used in) financing activities		-	-
Change In cash and cash equivalents in the year		<u>93,146</u>	<u>(246,920)</u>
Cash and cash equivalents brought forward		1,174,763	1,421,683
Cash and cash equivalents carried forward		1,267,909	1,174,763
 Note I			
Net movement in funds		71,444	(251,833)
Depreciation		2,782	2,868
Dividends and interest from investments		(6,548)	(319)
Decrease/ (Increase) in debtors		65,298	(24,214)
Increase/ (decrease) in creditors		<u>(41,538)</u>	<u>(15,810)</u>
Net cash inflow from operating activities		<u>91,438</u>	<u>(240,880)</u>

The notes on pages 20 to 31 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

1.1 General Information and basis of preparation

Haringey Citizens Advice Bureaux is a registered charitable company limited by guarantee (Charity number 1069301, Company number 03501846) with the Charity Commission and Registrar of Companies in England and Wales. 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. The address of the registered office is 20E Waltheof Gardens, London, N17 7DN. The nature of the Charity's operations and principal activities are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The Charity constitutes a public benefit entity defined by FRS 102. The financial statements have been prepared in accordance with Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Funds

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019. Further detail of the contribution of volunteers is given in the Trustees' Report.

Income from government and other grants and contracts is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

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

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties that will result in the outflow of economic benefit. Expenditure on charitable activities includes all costs incurred on furthering the objects of the Charity.

Irrecoverable VAT is charged as an expense against the activity for which the related expenditure arose.

1.5 Support costs allocation

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include office costs, governance costs, administrative and payroll costs. They are incurred in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have allocated expenditure on charitable activities on the basis of staff time involved in the activity.

The analysis of these costs is included in Note 6.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.6 Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33.33% Straight line
Other office equipment	20.00% Straight line

1.7 Debtors receivable and creditors payable within one year

Debtors are recognised when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Creditors are recognised when the Charity has a present legal or constructive obligation resulting from a past event and the settlement is expected to result in an outflow of economic benefits.

1.8 Provisions

Provisions are recognised when the Charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

1.9 Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Cash is held at cost. Other basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost using the effective interest method.

1.10 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.11 Employee benefits

The charity operates a defined contribution pension scheme, contributions to which are expensed in the Statement of Financial Activities as they become payable.

1.12 Taxation

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

1.13 Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.14 Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

- Depreciation rates for tangible fixed assets
- Basis of valuation of financial instruments

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. INCOME FROM DONATIONS

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Donations	-	-	-	-

In 2023, all income from donations were unrestricted.

3. INCOME FROM INVESTMENTS

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Bank interest	4,043	-	4,043	319

In 2023, all income from investments was unrestricted.

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
London Borough of Haringey				
Information Advice and Guidance	764,774	-	764,774	764,774
Connected Communities	-	-	-	200,000
Household Support Fund	-	-	-	4,222
	764,774	-	764,774	968,996
Big Lottery				
Private Renting Sector	-	23,627	23,627	35,798
	-	23,627	23,627	35,798
Greater London Authority				
Greater London Authority	-	46,500	46,500	16,000
We Are Digital				
Pound Advice	12,120	-	12,120	29,117
Bridge Renewal Trust				
Advice First Aid	-	-	-	6,253
Citizens Advice				
Debt Relief Order	48	-	48	26
Energy Advice Programme	1,050	-	1,050	0
Cost of Living	-	-	-	15,000
Remote Service Delivery	-	37,125	37,125	0
Total	777,992	107,252	855,244	1,071,191

In 2023, of the total income from charitable activities, £793,918 was unrestricted and £277,273 was restricted.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

5. EXPENDITURE FROM CHARITABLE ACTIVITIES

	Activities Undertaken Directly 2024 £	Support Costs 2024 £	Total Funds 2024 £	Total Funds 2023 £
Greater London Authority	38,471	23,632	62,103	19,773
Cost of Living (CitA)	12,430	7,926	20,356	2,087
We Are Digital	6,454	3,801	10,255	26,475
Private Renting Sector	12,260	11,367	23,627	40,423
Remote Service Delivery (CitA)	33,452	21,292	54,744	-
Help to Claim (CitA)	-	-	-	27,110
Advice First Aid	-	-	-	6,253
Household Support Fund	-	-	-	4,222
General	36,186	-	36,186	138,393
Connected Communities (Community First)	-	-	-	228,323
Information Advice & Guidance (IAG)	439,323	171,249	610,572	830,487
Total	578,576	239,267	817,843	1,323,546

Total support costs of £239,267 (2023: £339,885) are analysed in Note 6.

6. ANALYSIS OF SUPPORT COSTS

	2024 £	2023 £
Wages and salaries (including National Insurance and Pension)	127,486	164,211
Premises costs	46,119	38,780
Actual expenses	46,721	125,458
Staff & Volunteer	7,936	452
Governance costs	10,549	9,916
Other	456	1,068
Total	239,267	339,885

Total governance costs of £10,549 (2023: £9,916) are analysed in Note 7.

7. GOVERNANCE COSTS

	2024 £	2023 £
Auditor's remuneration - audit of the financial statements	8,472	7,940
Auditor's remuneration - preparation of financial statements	2,064	1,934
Legal and professional	13	13
Other	-	29
Total	10,549	9,916

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

8. NET INCOME / (EXPENDITURE) FOR THE YEAR

	2024	2023
	£	£
Depreciation of tangible fixed assets: owned by the charity	2,782	2,868
Auditors' remuneration – Audit of the financial statements (inclusive of VAT)	8,472	7,940
Auditors' remuneration – Preparation of financial statements (inclusive of VAT)	2,064	1,934

In common with many other organisations of our size and nature we use our auditors to assist with the preparation of the financial statements.

9. KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Charity considers its key management personnel comprise;

The Trustees
Chief Executive
Head of Finance & Resources
Head of Advice & Quality

The Trustees neither received nor waived any remuneration during the year (2023: £NIL).

The total amount of employee benefits received by other key management personnel is £146,813 (2023: £155,305).

The Trustees had £NIL expenses reimbursed during the year (2023: £NIL). No amounts were paid to Trustees to attend training courses (2023: £NIL).

10. STAFF COSTS AND EMPLOYEE BENEFITS

	2024	2023
	£	£
Wages and salaries	463,315	849,069
Social security costs	45,623	71,549
Other pension costs	13,747	21,406
Total	522,685	942,024

No staff costs or employee benefits were paid by related parties.

Aggregate number of full time equivalent staff whose remuneration exceeded £60,000 in the period:

	2024	2023
£60,000 - £69,999	1	1
£70,000 - £79,999	0	0

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

10. STAFF COSTS AND EMPLOYEE BENEFITS (CONTINUED)

The average monthly number of persons employed by the Charity during the year was as follows:

	2024 No.	2023 No.
Generalist advice	9	11
Connected Communities	-	4
We Are Digital	-	1
Cost of Living (CitA)	1	-
Support staff	2	2
Remote Service Delivery (CitA)	1	-
Greater London Authority	1	1
Total	14	19

11. TANGIBLE FIXED ASSETS

	Computer Equipment £	Other Fixed Assets £	Total £
Costs			
At 1 April 2023	596	16,233	16,829
Additions	-	2,335	2,335
Disposals	-	-	-
At 31 March 2024	596	18,568	19,164
Depreciation			
At 1 April 2023	-	10,550	10,550
Charge for the year	198	2,584	2,782
Disposals	-	-	-
At 31 March 2024	198	13,134	13,332
Net book value			
At 31 March 2024	398	5,434	5,832
At 31 March 2023	-	6,280	6,280

12. DEBTORS

	2024 £	2023 £
Trade debtors	42,746	104,023
Prepayments	3,186	7,208
Total	45,932	111,231

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Net obligations under finance leases and hire purchase contracts (Note 20)	2,389	2,389
Other taxation and social security	12,559	21,682
Other creditors	87	9,387
Accruals	8,353	31,468
Total	23,388	64,926

14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2024	2023
	£	£
Net obligations under finance leases and hire purchase contracts (Note 20)	2,857	2,974
Obligations under finance leases and hire purchase contracts, included above, are payable as follows:		
In one year or more but less than two years	468	2,389
In two years or more and less than five years	-	585
In five years or more	-	-
Total	468	2,974

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers In / Out £	Balance at 31 March 2024 £
Unrestricted Funds					
General funds	1,206,460	782,035	(657,013)	(95,665)	1,235,817
Designated funds	5,000	-	-	55,000	60,000
	1,211,460	782,035	(657,013)	(40,665)	1,295,817
Restricted Funds					
Private Renting Sector	-	23,627	(23,627)	-	-
Greater London Authority	-	46,500	(62,102)	15,602	-
Cost of Living (CitA)	12,913	-	(20,356)	7,443	-
Remote Service Delivery (CitA)	-	37,125	(54,745)	17,620	-
	12,913	107,252	(160,830)	40,665	-
Total Funds	1,224,373	889,287	(817,843)	-	1,295,817

The Board of Trustees have designated funds set aside for moving to a new office and subsequent refurbishment costs.

The restricted funds are for the following purposes:

- Private Renting Sector is a Big Lottery funded pilot project working in partnership with pro Bono Communities, to train law students to provide telephone advice to clients with issues relating to renting homes from private sector landlords.
- Greater London Authority is a project to provide advice to support crisis prevention in the cost of living crisis.
- Cost of Living (CitA) is a project to provide additional resources to support those impacted by the cost of living crisis.
- Remote Service Delivery (CitA) provided funding is to enable the additional remote delivery of advice to more clients via phone, chat, email and/or video.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Tangible Fixed Assets	5,832	-	5,832	6,280
Current Assets	1,313,841	-	1,313,841	1,285,993
Creditors due within one year	(23,288)	-	(23,288)	(64,926)
Creditors due in more than one year	(468)	-	(468)	(2,974)
Total	1,295,817	-	1,295,817	1,224,373

17. OPERATING LEASES

At 31 March 2024 the total of the Charity's future minimum lease payments under non-cancellable operating leases for land and buildings are as follows:

	2024 £	2023 £
Amounts payable:		
Within 1 year	18,000	18,000
Between 1 and 5 years	-	-
Total	18,000	18,000

18. RELATED PARTY TRANSACTIONS

There were none identified.

19. FINANCIAL INSTRUMENTS

At the balance sheet date the Charity held the following:

	2024 £	2023 £
Financial assets		
Financial assets measured at cost:		
Cash at bank and in hand	1,267,909	1,174,763
Financial assets measured at amortised cost:		
Other debtors	-	-
Trade debtors	42,746	104,023
	1,310,655	1,278,786
Financial liabilities		
Financial liabilities measured at amortised cost:		
Trade creditors	-	-
Other creditors	87	9,387
Other taxation and social security	12,559	21,682
Obligations under finance leases	2,857	5,363
	15,503	36,432

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

20. OBLIGATIONS UNDER FINANCE LEASES

	2024	2023
	£	£
In less than one year	2,389	2,389
In one year or more but less than two years	468	2,389
In two years or more and less than five years	-	585
In five years or more	-	-
Total	2,857	5,363

The obligations under finance leases are repayable by equal instalments. Finance leases relate to a photocopier and franking machine. The lease agreements do not include any contingent rent or restrictions.

21. TAXATION

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

22. CAPITAL COMMITMENTS

The Charity had no capital commitments as at 31 March 2024 (2023: Nil).

23. ANALYSIS OF CHANGES IN NET DEBT

Analysis of changes in net debt:

	At 1 April 2023	Cash Flows	Non-Cash Movements	At 31 March 2024
	£	£	£	£
Cash and Cash Equivalents	1,174,763	93,146	-	1,267,909
Loans Due in One Year	-	-	-	-
Loans Due After One Year	-	-	-	-
	<u>1,174,763</u>	<u>93,146</u>	<u>-</u>	<u>1,267,909</u>

Accounts

Company registration number: 03501846
Charity registration number: 1069301

HARINGEY CITIZENS ADVICE BUREAUX
(A company limited by guarantee)

TRUSTEES' REPORT AND DRAFT FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

HARINGEY CITIZENS ADVICE BUREAUX

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HARINGEY CITIZENS ADVICE BUREAUX

CHARITY REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2023

Trustees

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served from 1 April 2022 up to the date of approval of these financial statements were as follows:

Kaya Chatterji (resigned 16th November 2022)
Stephanie Pilling (resigned 12th September 2022)
Ben Tovey (resigned 16th November 2022)
Andrew Love (resigned 6th February 2023)
Rachel Williamson (resigned 6th February 2023)
Lorna Reith
Laura Payne
George Dunstall
Giselle McGowan
Andrew Godfrey
Chloe Headman
Richard Warner
Sean O'Donovan
Gloria Saffery-Powell
Peter Mitchell (appointed 6th February 2023)
Cruz Glynka (appointed 6th February 2023)

Company registration number

03501846

Charity registration number

1069301

Registered office

20E Waltheof Gardens
London
N17 7DN

Bureau address:

Waltheof Gardens Citizens Advice
20E Waltheof Gardens
London
N17 7DN

Chief Executive and Company Secretary

Daniel Blake

Independent auditors

Beever and Struthers
Chartered Accountants & Business Advisers
150 Minories
London
EC3N 1LS

Bankers

The Co-operative Bank plc
1 Balloon Street
Manchester
M60 4EP

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their report and the financial statements for the year ended 31 March 2023

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

Structure, Governance and Management

The company is limited by guarantee, governed by its memorandum and articles of association dated 30 January 1998 and last amended on 6 October 2011, and registered under the number 03501846. The company is registered as a charity under the number 1069301. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Citizens Advice Haringey operates under the membership umbrella of Citizens Advice (CABx) who provide the framework for standards of advice and casework management. Citizens Advice Haringey (CAH) co-operates and liaises, on behalf of its clients, with a number of advice agencies in the borough, local charities, the Health Authority and Council services.

The affairs of Citizens Advice Haringey are governed by the Board of Trustees who meet at least four times a year. The members of the charity are individuals, companies or organisations who are interested in furthering the work of the charity and who are not paid, or volunteer workers of the charity. Each member has one vote.

The ordinary membership, as well as the make-up of the Trustee Board, is reviewed annually prior to the Annual General Meeting. We carry out a skills audit and an assessment of the diversity of the Board. This is followed by a recruitment campaign for both ordinary members and potential Trustees. This is done using our extensive network across the local voluntary and community sector as well as specialist agencies.

New Trustees

During the year the Board recruited two new trustees. Peter Mitchell and Cruz Glynka joined in February 2023..

Board of Trustees

The members of the Board of Trustees perform the role of directors in company law and are the Trustees in charity law. Those who served during the year, except where indicated, are listed on page 3.

We would like to thank our Trustees for the dedication and commitment they have given over the years.

Organisational Structure

A Trustee Board, of currently 13 members, administers the charity. They meet four times per year with additional quarterly meetings of the sub-committees for Finance, Health and Safety, Quality and Human Resources. The Chief Executive of the organisation has been appointed by the Trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the Trustee Board in line with the Business Development Plan and are reviewed at least annually. The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the Trustee Board. Reports and recommendations are then taken to the full Board for approval, and their implementation is organised by the Chief Executive and the staff team.

There are regular staff, volunteer and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and Stakeholders.

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

The Arrangements for Setting the Pay and Remuneration of Key Management Personnel

The Trustees consider that the Board of Trustees and the Senior Management Team (SMT) comprise the Key Management Personnel of the charity.

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 notes 9 and 18 to the financial statements. The charity's Senior Management Team are all paid in accordance with a published scale of grades using NJC scales which are extensively used in the voluntary sector.

Any increases to these published grades would be debated and approved by the Trustee Board. The Chief Executive submits a proposal for staff salaries during the budget process; the Chief Executive's salary is reviewed and approved by the Trustee Board separately but in line with the policy set out above.

An annual review of the existing pay scales is undertaken and a decision taken as to whether or not the charity implements the proposals made by the Chief Executive and the Trustee Board. The criteria to establish whether or not uplift should be implemented will include the financial stability of the charity and its main income streams, the trend with regard to pay increases witnessed within the appropriate operating environment (e.g. trends within similar sized voluntary sector organisations) and the current national average pay increase levels.

Related Parties

In addition to its membership of Citizens Advice, the charity also cooperates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Objectives, Activities and Achievements

The objectives for which the charity was established as defined in the Articles of Association are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty and distress.

CAH helps people get the support they need and enables them to manage their lives better in times of crisis. Life is complicated and things can go wrong for all of us. CAH's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

CAH seeks to put the customer at the heart of everything we do. We are committed to a community centred approach that recognises our customers, local community, social and faith networks as assets, not people with problems.

We also emphasise the importance of early intervention and prevention, seeking to understand and act on the underlying causes of demand for our services and tackle preventable systemic failure.

The policies that have been adopted to achieve this aim are as follows:

- To follow the policies and guidelines set down by Citizens Advice.
- To develop an effective front-line advice service by harnessing a local diversity of volunteers and training them to a high standard.
- To complement and support bureaux based services through a network of outreach advice sessions and managerial and administrative resources.
- To control financial operations by the use of a Business Development Plan and Budget.
- The setting up of sub-committees to further particular aspects of the charity's activities and responsibilities including health and safety, finance, human resources, quality and campaigns and research.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

Information, Advice and Guidance:

Citizens Advice Haringey (CAH) in partnership with two subcontractors (Vibrance and Public Voice) deliver the Information, advice and guidance contract to residents and those who work in Haringey as part of the Haringey Advice Partnership.

The service was rendered in 2021 and the new contract commenced in April 2022.

The new service model puts more emphasis on working within the communities, providing better access for clients, increased self-help and digital methods.

The aims of the service are to:

- Deliver a universal, comprehensive and quality assured information, advice and guidance offer to improve the capacity of all residents in Haringey to manage their needs independently of the Council, and to access the right support at the right time, with a focus on early help and prevention.
- Build the capacity of individuals to manage their own information, advice and guidance needs and resolve similar issues themselves in the future.
- Build peer and community support around information, advice and guidance through community-led initiatives.

The new objectives of the service are:

- To increase access to information, advice and guidance by delivering the offer within a range of community-based hubs across Haringey through different channels including digital and telephony.
- To provide targeted information, advice and guidance at key points in people's lives to prevent crises.
- To provide 'pop-up' opportunities within Haringey in order to increase access to information, advice and guidance in relation to the issues mentioned above at times of need or in such places as need has been identified.
- To provide access to information, advice and guidance for people who live or work in Haringey in light of changes to the various health, social care, housing, welfare and tax benefit systems.
- To identify any service-user needs in addition to information, advice and guidance early, ensuring referral to appropriate services, as required as part of the Prevention, Early Help and Intervention approach.
- To provide sign-posting and guidance in relation to accessing further support in relation to the above issues.
- To offer culturally specific information, advice and guidance, as required.
- To provide and maintain the information and advice service where the content includes:
 - The care and support system locally and how it works
 - Choice of types of care and support and choice of providers
 - How to access the care and support that is available
 - How to access independent financial advice on care and support
 - How to raise concerns about the safety, health and or well-being of a child, young person or adult

During the financial year Citizens Advice Haringey saw over 6425 individual clients, and 47% of those were disabled. The top three issues people sought help with were housing, welfare benefits, debt and employment. We have seen an increase throughout the year in those seeking help with mental health issues which have a bigger impact on their daily life.

Our successes have included financial gains for our clients amounting to £5,612,095 including benefit appeals and charitable applications for individual support.

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

Objectives for the Year and Public Benefit

The charity's objectives are to promote any charitable purpose for the benefit of the community in Haringey, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

CAH's aims are to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to provide the advice people need for the problems they face and to improve policies and practices that affect people's lives.

We review our aims, objectives and activities on a regular basis. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It looks at the success of each key activity and the benefits to those groups of people we are here to help and it also helps us to ensure our aims, objectives and activities remain focussed on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Our key objectives are:

Objective 1: Make access to advice and information easier

- Ensuring good access to a service which best suits client's needs across the range of subjects
- Be able to move seamlessly between face to face, phone and digital services without repeating themselves
- Provide tailored help that meets their needs, with clear action plans every time
- Book appointments at a time that suits them, increasing opening times to evenings and Saturday mornings
- Review systems and service models each year to ensure the service is still meeting needs and demand, especially in light of changes in the operating environment
- Evaluating community based services to ensure gaps are identified and met
- Proactively monitor and assess emerging needs in order to ensure we respond and change to provide services that are relevant and focussed on the needs of the people of Haringey
- Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number
- Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice

Objective 2: Work with Citizens Advice to provide One Service

- Citizens Advice membership package to be reviewed annually
- Ensure that policies are implemented so that we remain in a strong position to pass our next audit
- Monitoring and assessing the service we provide to ensure and improve quality
- Maintaining external quality accreditation to provide evidence to our funders and clients that we use our resources effectively and offer a high quality service, which is excellent value for money
- Benefit from lessons learned and shared across the Citizens Advice service
- Ensure the Leadership self-assessment enables CAH to ensure that our local Citizens Advice is well run and delivering high quality services

Objective 3: Be more sustainable for the future

- Diversify our funding streams to ensure less reliance on statutory funding to deliver our core objectives
- Continue links with key partnerships and identify joint funding bids that can be submitted
- Understand the outcomes we achieve, and see services changed accordingly
- Use reliable, fast and intuitive technology
- See us repeatedly win local contracts based on quality and value for money

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

- Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible
- Explore joint working with other Citizens Advice offices in close locality
- Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations
- Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services

Objective 4: Be more influential

- Engage more in campaigning for change in furtherance of Citizens Advice aims and objectives
- Continue to monitor work and carry out local campaigns as within the campaign and research plan
- Ensure the opportunity to campaign for change on the issues affecting local people or those they care most about

Objective 5: Be a stronger equality champion

- Have discrimination issues consistently identified and acted upon
- See our local communities better reflected in our service
- See our equality influence working in an impactful way
- Ensure that new staff and volunteers are fully engaged in campaign work

Objective 6: Support an efficient staff and volunteer structure

- Support an efficient staff and volunteer base to provide high quality services across Haringey's community
- Explore further e-learning and other methods to ensure that staff and volunteer training needs are met
- Continue with system of annual appraisals for all staff and volunteers to identify training needs and assess how effectively these have been met
- Continue with performance management systems reviewing on an annual basis

Review of Activities and Achievements 2022-2023

This year has been challenging as society has emerged out of the pandemic. This has seen CAH develop its advice model to reflect coming out of lockdown, move towards hybrid and online working as well as resetting its volunteering offer.

This year has seen us move to two distinct operational units. One unit provides a focus on the initial contact people of Haringey have with CAH either face to face, by phone, by email or via our website. The second unit focuses on ongoing complex advice casework.

Citizens Advice Haringey provides the main gateway to advice and other services for local people. We offer general advice on welfare benefits, money/debt, housing, employment, consumer rights, immigration, family and personal matters, providing general advice on discrimination across all areas.

Our aim is to provide a high quality service for as many clients as possible, focussing on those most in need. Recognising that we are unlikely to meet all demand for our service, and where possible seeking to work in partnership with other organisations, professionals and community groups to deliver our services.

We emphasise the importance of early intervention and prevention, seeking to understand and address the underlying causes of demand for our services by tackling preventable systemic failure.

As an organisation heavily reliant on volunteers to deliver services, Citizens Advice Haringey offers a range of

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

volunteering opportunities, recognising the value in each member of our community.

Our work in Haringey strives to significantly help some of the most vulnerable people in the borough. We provide accessible services to meet clients' needs, spread throughout the borough through our various projects, and outreach services.

We have been delighted to work in partnership with Haringey Council as part of the Connected Communities service. Our role in this service came to an end on the 30th March 2023.

We continue to deliver the Pound Advice Service in partnership with We are Digital on behalf of London Quadrant residents.

We are extremely grateful for continued funding of the Big Lottery Community Fund for our continued partnership with Pro Bono Communities as we provide advice to people living in private rented accommodation.

We have continually reviewed and monitored services, making changes to improve client experience and ensure that our service quality is compliant with the Citizens Advice membership standards.

The key statistics collected from our advice related activities over the reporting period 2022-2023 were:

- We dealt with nearly 9000 clients by telephone and email, as well as assisting other clients with on-going cases.
 - 23,398 issues were addressed.
- The gender split of our clients was 61% women and 39% men
- Of those clients whose disability and health status was recorded:
 - 47% of clients were disabled and/or had long-term health problems
 - The two most commonly recorded types of disability were long term health conditions (45%), and those with a mental health condition (19% of disabled clients).
- The breakdown of ethnicity and nationality of our clients was:
 - 50% of clients were from black, Asian and minority ethnic (BAME) backgrounds
- The age range of our clients was:
 - 83% of our clients were aged 25-64
 - 9% aged 65 or over
 - 8% aged under 25

The Trustee Board

The Trustee Board has continued to provide strong governance, meeting regularly, discussing policies and procedures and making and approving decisions on major governance issues. The Board has been strong on financial stewardship and encouraged greater fundraising activity to ensure the sustainability and further development of the organisation.

Both sub committees, Finance and Safety, People and Quality have continued to meet regularly in order to ensure organisational compliance and development.

The ordinary membership as well as the makeup of the Trustee Board is reviewed annually prior to the Annual General Meeting.

The Board discusses policies and procedures and makes and approves decisions on major governance issues. It also ensures that there is an appropriate strategic plan and that this is being carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive and then to the members of the

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

management team. The management team meets regularly. There are three subcommittees of the Board: Finance; People, Safety & Quality (PSQ) and Campaign & Research, who meet quarterly, consider important issues and report to the main Board.

Trustees worked closely with the Chief Executive to develop the new Business Plan and to monitor progress in achieving previously agreed milestones outlined in the Business Plan.

Campaign and Research

Our twin and equal aims are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Therefore, we need to ensure that we maximise our ability to spot trends, highlight issues and provide a bank of evidence to influence present and future policies. It will continue to be a core aim of Citizens Advice Haringey and the Citizens Advice Bureaux family to provide evidence to support and stimulate debate, to campaign and lobby on key social policy issues, and to influence the policy makers and service providers.

Citizens Advice Haringey continued to endeavour to influence policy in key areas of:

- Welfare Policy Research: Welfare benefits is our largest advice area, giving us clear insights into the way the system works and the challenges it poses. We continue to collect evidence and short reports to highlight the importance of income security in general, as well as the particular challenges it poses for certain groups. These include those on low incomes receiving in-work benefits, as well as disabled people and those with long-term health conditions.
- Consumer Policy Research: Covers regulated and unregulated markets allowing us to identify problems and draw comparisons about policies and practices. Consumer advice trends provide statistics on the number of consumer issues dealt with by our national network.
- Debt and Money Policy Research: Citizens Advice helps hundreds of thousands of people with debt and money problems each year giving us insight into how we can prevent money problems and help people to recover. Citizens Advice Haringey will continue to provide evidence to Citizens Advice.
- Energy Policy Research: Ensuring opportunities to make the energy market function better are not missed and consumers have good reason to become more confident and engaged. We continue to raise awareness through our Scam Awareness campaigns and Energy Week events.

We are committed to increasing the range, quality and quantity of our campaigns and research work so that we can take every opportunity to improve the lives of not only our clients but for all in Haringey. We regularly make contributions to local media aimed at addressing the needs of our community.

Partnerships & Business Development

Throughout this year the organisation has continued to develop new partnerships and to grow current ones. Currently we work with Vibrance, Public Voice, Bridge Renewal Trust, Selby Trust, Disability Action Haringey and Haringey Council.

We have continued working with health partners to ensure there is a coherent advice and information offer for people accessing health services.

Citizens Advice Haringey continues to work well with London & Quadrant Housing Trust providing the Pound Advice Project taking direct referrals from the Housing Association. Advice and assistance is provided to deal with rent arrears and benefit problems, reduce debt and maximise income.

Citizens Advice Haringey works in close partnership with Bridge Renewal Trust who are Haringey Council's Strategic Partner for the Voluntary and Community Sector (VCS). We aim to work together with the sector to contribute to local authority and health issues building a stronger partnership across Haringey. As part of the response to the pandemic CAH has been a key partner in the voluntary sector CEO group facilitated by Bridge.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

We have enjoyed a fruitful partnership with Pro Bono Community - an organisation that provides volunteer placements for trainee solicitors. In addition to providing general volunteers we were delighted to work together on A Big Lottery funded project providing remote support and legal advice to residents of the borough living in Private Rented Sector accommodation.

We are grateful to Haringey Council, Citizens Advice and London Quadrant for continued funding and support.

We have worked with Digital Conversation on our virtual office space and Charis for our online shop.

Internal and External Factors

Maintaining external quality accreditation is essential for the charity. We passed our Leadership Self Assessment Verification visit scoring yellow, yellow. We continue to maintain our audit standards with systems for record checking, independent file reviews and support for staff and governance.

Future Developments

Citizens Advice Haringey aims to continually improve access to its service and to maintain a high quality service for as many clients as possible, focussing on those most in need and being innovative about methods of service delivery. We work in partnership with other local agencies both to prevent problems arising for clients and to help them resolve problems that have arisen. In order to achieve our objectives, we have the following plans for future work and developments:

1. Access to our Service - Monitoring and Assessing the Service
 - Review systems each year to ensure the service is still meeting needs, especially in light of changes in the operating environment.
 - Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number.
 - Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice.
2. Maintain and Develop Excellent External Relationships
 - Continue links with key partnerships and identify what joint funding bids can be submitted.
 - Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations.
 - Look to develop further the links we have made within the local community and look to diversify our income streams.
3. Provide Support and an Efficient Staff Structure for Staff
 - Explore further e-learning and other methods to ensure that staff's training needs are met.
 - Continue with our system of annual appraisals for all staff to identify training needs and assess how effectively these have been met.
4. Increase Income
 - Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible.
 - Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services.
 - Further develop partnerships with other Haringey groups and neighbouring Citizens Advice so we are in a strong position for partnership bids.
5. Engage more in campaign and research
 - Continue to monitor work and carry out local campaigns where appropriate.
 - Continue to respond to national initiatives.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

- Ensure that new staff are fully engaged in campaign work.
6. Maintain External Quality Accreditation
- Ensure that policies are implemented so that we remain in a strong position to pass our next audit.
 - Implement the new Citizens Advice Membership package.

Principal Risks and Uncertainties

The Board of Trustees reviews the major risks to which the charity is exposed through a series of risk assessments that also details mitigation strategies and is updated at least annually. Significant external risks to funding are taken into account in the charity's development strategies and business plans which allow for diversification of funding and activities. The Trustees continue to review the financial risks to which the organisation is subject due to the generally unfavourable economic climate and challenging funding environment. The Trustees believe that these and other risks will be mitigated by:

- A Board of Trustees with the necessary experience and competence to supervise all aspects of the operation of the charity.
- Regular Trustees' meetings with effective reporting to ensure proper review of operations.
- The establishment and maintenance of an effective and comprehensive system of internal control to ensure that the Trustees' financial responsibilities are properly discharged.
- Maintenance of good relations with core funders ensuring all obligations are met in accordance with instructions of funders.
- Continuing efforts to seek alternative sources of funding in order to diversify risk and reduce reliance on specific funders.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety, equal opportunities, data protection, and adult and vulnerable adults protection legislation.

Financial Review

Income for the year ending 31st March 2023 totalled £1,071,712, a 18.1% decrease from the previous year (2022: £1,309,336). Unrestricted income decreased by 5.4% to £794,439 (2022: £839,891), however has increased in relation to total income to 74.1% (2022: 64.1%). Restricted income decreased by 40.9% to £277,273 (2022: £469,445).

Expenditure totalled £1,323,546 (2022: £1,360,335), creating a net income/expenditure deficit of £251,833 for the year. Funds brought forward from the previous year totalled £1,476,208 (£1,446,711 unrestricted / £29,497 restricted), putting the final funds held by the charity at £1,224,373 at the year end, comprising of £1,211,560 unrestricted and £12,913 restricted funds.

Principal Funding Sources

The charity received funding from the Big Lottery, London Borough of Haringey, We Are Digital, Greater London Authority, Bridge Renewal Trust and National Association of Citizens Advice.

This funding was spent on providing generalist advice, primarily to the residents of the London Borough of Haringey, through the core gateway and appointment services at the bureau and outreach services in health hubs and specialist projects.

We continue to pursue other funding opportunities as they arise, in accordance with our three-year funding strategy and our identified priorities.

Investment Policy

The Charity will continue to retain a prudent amount in reserves each year. Most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

amount that it has available and grants received in advance in short term bank deposits and deposit bonds.

Reserves Policy

The Board of Trustees has examined the charity's requirements for operational reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure excluding the expenditure on finite projects. This gives a target of around £400,000 in general unrestricted funds as a minimum. The Trustee Board also wish to set aside a general reserve for items such as investment in IT infrastructure of £20,000.

The present level of free reserves available to the charity total £1,205,180. This figure comprises of the unrestricted reserves of £1,211,460 less the unrestricted fixed assets of £6,280.

The operational reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to appropriately manage the activities of the charity in the event of a temporary but significant drop in core funding. This is in line with general guidance on charities and not for profit organisations, and with three-month notice periods in contractual or service level agreements.

Statement of Board of Trustees' Responsibilities

The Trustees (who are also directors of Haringey Citizens Advice Bureaux 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 that give a true and fair view of the state of affairs of the charitable company, and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgments 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 operating.

The Trustees are responsible for keeping adequate accounting records that 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.

Statement of Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

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.

Auditors

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2023

A resolution proposing that Beever and Struthers be re-appointed as auditors of the charitable company will be put to the Annual General Meeting.

Small Company Exemptions

The report of the Trustees has been prepared taking advantage of the small companies' exemption of section 415(A) of the Companies Act 2006.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland.

This report was approved by the Board of Trustees on 7 August 2023 and signed on its behalf by:

A handwritten signature in black ink, consisting of a large, stylized 'L' followed by a series of loops and a trailing line.

Lorna Reith
Chair

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2023

Opinion

We have audited the financial statements of Haringey Citizens Advice Bureaux (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 notes to the financial statements, including a summary of significant accounting policies in note 1. 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 the provisions available for the audit of small entities, in the circumstances set out in note 8 to the financial statements, 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 Board of 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 Board of 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' Report, other than the financial statements and our auditor's report thereon. The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2023

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Board of Trustees' Responsibilities set out on pages 13 and 14, the Trustees are responsible for the preparation of financial statements which 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2023

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

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

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, Charities Act 2011, Charities Regulations 2008, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the Trustees and reviewed correspondence and Trustee meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the Trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the Trustees have in place to prevent and detect fraud. We enquired of the Trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the Trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

Use of our report

This report is made solely to the charitable company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 and the charitable company's Trustees as a body for our audit work, for this report, or for the opinions we have formed.



Beever and Struthers
Chartered Accountants
Statutory Auditor

150 Minories
London
EC3N 1LS

Date: 13 September 2023

Beever and Struthers is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

HARINGEY CITIZENS ADVICE BUREAUX

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

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
INCOME AND ENDOWMENTS FROM:					
Donations	2	-	-	-	100
Charitable activities	4	793,917	277,273	1,071,191	1,309,160
Investments	3	319	-	319	76
Other		203	-	203	-
TOTAL INCOMING RESOURCES		794,439	277,273	1,071,713	1,309,336
EXPENDITURE ON:					
Charitable activities	5	995,355	328,191	1,323,546	1,360,335
TOTAL RESOURCES EXPENDED		995,355	328,191	1,323,546	1,360,335
NET INCOME / (EXPENDITURE)		(200,916)	(50,917)	(251,833)	(50,999)
TRANSFERS BETWEEN FUNDS	16	(34,336)	34,336	-	-
NET INCOME / (EXPENDITURE) BEFORE OTHER GAINS AND LOSSES		(235,252)	(16,581)	(251,833)	(50,999)
OTHER RECOGNISED GAINS / (LOSSES):					
Actuarial gains / (losses) on defined benefit pension schemes	18	-	-	-	38,000
NET MOVEMENT IN FUNDS		(235,252)	(16,581)	(251,833)	(12,999)
RECONCILIATION OF FUNDS:					
Total funds brought forward		1,446,711	29,497	1,476,208	1,489,207
TOTAL FUNDS CARRIED FORWARD	16	1,211,460	12,913	1,224,373	1,476,208

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

The notes on pages 21 to 32 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX
COMPANY REGISTRATION NUMBER: 03501846

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	£	2023 £	£	2022 £
FIXED ASSETS					
Tangible assets	11		6,280		3,192
CURRENT ASSETS					
Debtors	12	111,230		135,444	
Cash at bank and in hand		1,174,763		1,421,683	
		<u>1,285,993</u>		<u>1,557,127</u>	
CREDITORS: amounts falling due within one year	13	<u>(64,926)</u>		<u>(82,707)</u>	
NET CURRENT ASSETS			<u>1,221,067</u>		<u>1,474,420</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>1,227,347</u>		<u>1,477,612</u>
CREDITORS: amounts falling due after more than one year	14		<u>(2,974)</u>		<u>(1,404)</u>
TOTAL NET ASSETS			<u>1,224,373</u>		<u>1,476,208</u>
CHARITY FUNDS					
Restricted funds	16		12,913		29,497
Total unrestricted funds	16		1,211,460		1,446,711
TOTAL CHARITY FUNDS			<u>1,224,373</u>		<u>1,476,208</u>

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but the Trustees' have elected to have an audit under the Charities Act 2011.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The financial statements set out on pages 21 to 32 were approved and authorised for issue by the Board of Trustees on 7 August 2023 and were signed on their behalf, by:



Lorna Reith
Chair

The notes on pages 21 to 32 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	2023 £	2022 £
Cash flow from operating activities			
Net cash flow from operating activities	i	(240,880)	335,732
Cash flows from investing activities:			
Dividends, interest and rents from investments		319	76
Purchase of tangible fixed assets		(6,359)	-
Net cash provided by/(used in) investing activities		(6,040)	76
Cash flow from financing activities			
Repayments of borrowings		-	-
Net Cash provided by/(used in) financing activities		-	-
Change In cash and cash equivalents in the year		(246,920)	335,808
Cash and cash equivalents brought forward		1,421,683	1,085,875
Cash and cash equivalents carried forward		1,174,763	1,421,683
Note I			
Net movement in funds		(251,833)	(12,999)
Depreciation		2,868	2,474
Dividends and interest from investments		(319)	(76)
Decrease/ (Increase) in debtors		24,214	(121,479)
Increase/ (decrease) in creditors		(15,810)	(102,188)
Pension actuarial movement		-	(38,000)
Pension Cessation		-	608,000
Net cash inflow from operating activities		(240,880)	335,732

The notes on pages 21 to 32 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

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

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

1.1 General Information and basis of preparation

Haringey Citizens Advice Bureaux is a registered charitable company limited by guarantee (Charity number 1069301, Company number 03501846) with the Charity Commission and Registrar of Companies in England and Wales. 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. The address of the registered office is 20E Waltheof Gardens, London, N17 7DN. The nature of the Charity's operations and principal activities are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The Charity constitutes a public benefit entity defined by FRS 102. The financial statements have been prepared in accordance with Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Funds

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

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

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

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019. Further detail of the contribution of volunteers is given in the Trustees' Report.

Income from government and other grants and contracts is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

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

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties that will result in the outflow of economic benefit. Expenditure on charitable activities includes all costs incurred on furthering the objects of the Charity.

Irrecoverable VAT is charged as an expense against the activity for which the related expenditure arose.

1.5 Support costs allocation

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include office costs, governance costs, administrative and payroll costs. They are incurred in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have allocated expenditure on charitable activities on the basis of staff time involved in the activity.

The analysis of these costs is included in Note 6.

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

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.6 Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33.33% Straight line
Other office equipment	20.00% Straight line

1.7 Debtors receivable and creditors payable within one year

Debtors are recognised when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Creditors are recognised when the Charity has a present legal or constructive obligation resulting from a past event and the settlement is expected to result in an outflow of economic benefits.

1.8 Provisions

Provisions are recognised when the Charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

1.9 Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Cash is held at cost. Other basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost using the effective interest method.

1.10 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

HARINGEY CITIZENS ADVICE BUREAUX

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

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.11 Employee benefits

The charity formerly operated a defined benefit pension scheme, however Haringey Citizens Advice Bureaux ceased as an employer in the London Borough of Haringey Pension Fund on 30 June 2021.

The charity also operates a defined contribution pension scheme, contributions to which are expensed in the Statement of Financial Activities as they become payable.

1.12 Taxation

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

1.13 Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.14 Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

- Depreciation rates for tangible fixed assets
- Basis of valuation of financial instruments

HARINGEY CITIZENS ADVICE BUREAUX

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

2. INCOME FROM DONATIONS

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Donations	-	-	-	100

In 2022, all income from donations were unrestricted.

3. INCOME FROM INVESTMENTS

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Bank interest	319	-	319	76

In 2022, all income from investments was unrestricted.

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
London Borough of Haringey				
Connected Communities (Communities First)	-	200,000	200,000	200,000
Information Advice and Guidance	764,774	-	764,774	816,000
Household Support Fund	-	4,222	4,222	-
	764,774	204,222	968,996	1,016,000
Big Lottery				
Private Renting Sector	-	35,798	35,798	13,750
	-	35,798	35,798	13,750
Greater London Authority				
Greater London Authority	-	16,000	16,000	-
We Are Digital				
Pound Advice	29,117	-	29,117	23,255
DWP/Citizens Advice Richmond				
Kickstart	-	-	-	7,625
Bridge Renewal Trust				
Advice First Aid	-	6,253	6,253	12,518
Citizens Advice				
Debt Relief Order	26	-	26	70
Help to Claim	-	-	-	235,552
Cost of Living	-	15,000	15,000	-
Windrush	-	-	-	390
Total	793,917	277,273	1,071,191	1,309,160

In 2022, of the total income from charitable activities, £839,715 was unrestricted and £469,445 was restricted.

HARINGEY CITIZENS ADVICE BUREAUX

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

5. EXPENDITURE FROM CHARITABLE ACTIVITIES

	Activities Undertaken Directly 2023 £	Support Costs 2023 £	Total Funds 2023 £	Total Funds 2022 £
Pro Bono Communities	-	-	-	7,677
BEIS Infrastructure	-	-	-	6,745
BEIS HMPT	-	-	-	9,746
London Communities	11,628	8,145	19,773	-
CITA- Cost of Living	854	1,233	2,087	-
We Are Digital	16,923	9,552	26,475	27,220
Private Renting Sector	30,898	9,525	40,423	11,365
Kickstart	-	-	-	11,450
Help to Claim (CitA)	27,110	-	27,110	266,912
Advice First Aid	4,737	1,516	6,253	12,519
Household Support Fund	4,222	-	4,222	-
General	138,393	-	138,393	65,455
Connected Communities (Community First)	144,816	83,507	228,323	200,000
Information Advice & Guidance (IAG)	604,080	226,407	830,487	741,246
Total	983,661	339,885	1,323,546	1,360,335

Total support costs of £339,885 (2022: £330,406) are analysed in Note 6.

6. ANALYSIS OF SUPPORT COSTS

	2023 £	2022 £
Wages and salaries (including National Insurance and Pension)	164,211	156,852
Premises costs	38,780	37,959
Actual expenses	125,458	87,717
Staff & Volunteer	452	37,117
Governance costs	9,916	10,087
Other	1,068	674
Total	339,885	330,406

Total governance costs of £10,187 (2022: £10,357) are analysed in Note 7.

7. GOVERNANCE COSTS

	2023 £	2022 £
Auditor's remuneration - audit of the financial statements	7,940	7,212
Auditor's remuneration - preparation of financial statements	1,934	1,757
Legal and professional	13	1,388
Other	29	-
Total	9,916	10,357

HARINGEY CITIZENS ADVICE BUREAUX

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

8. NET INCOME / (EXPENDITURE) FOR THE YEAR

	2023 £	2022 £
Depreciation of tangible fixed assets: owned by the charity	2,868	2,474
Auditors' remuneration – Audit of the financial statements (inclusive of VAT)	7,940	7,212
Auditors' remuneration – Preparation of financial statements (inclusive of VAT)	1,934	1,757

In common with many other organisations of our size and nature we use our auditors to assist with the preparation of the financial statements.

9. KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Charity considers its key management personnel comprise;

The Trustees
Chief Executive
Finance Manager
Operations and Development Manager

The Trustees neither received nor waived any remuneration during the year (2022: £NIL).

The total amount of employee benefits received by other key management personnel is £155,305 (2022: £147,624).

The Trustees had £NIL expenses reimbursed during the year (2022: £NIL). No amounts were paid to Trustees to attend training courses (2022: £NIL).

10. STAFF COSTS AND EMPLOYEE BENEFITS

	2023 £	2022 £
Wages and salaries	849,069	1,012,920
Social security costs	71,549	90,561
Other pension costs	21,406	38,866
Total	942,024	1,142,437

No staff costs or employee benefits were paid by related parties.

Aggregate number of full time equivalent staff whose remuneration exceeded £60,000 in the period:

	2023	2022
£60,000 - £69,999	1	0
£70,000 - £79,999	0	1

HARINGEY CITIZENS ADVICE BUREAUX

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

10. STAFF COSTS AND EMPLOYEE BENEFITS (CONTINUED)

The average monthly number of persons employed by the Charity during the year was as follows:

	2023 No.	2022 No.
Generalist advice	11	12
Help to Claim	-	5
Connected Communities	4	4
We Are Digital	1	1
BEIS	-	0
Support staff	2	2
Kickstart	-	1
GLA	1	-
Total	19	25

11. TANGIBLE FIXED ASSETS

	Computer Equipment £	Other Fixed Assets £	Total £
Costs			
At 1 April 2022	-	16,478	16,478
Additions	-	6,359	6,359
Disposals	-	(6,006)	(6,006)
At 31 March 2023	-	16,829	16,829
Depreciation			
At 1 April 2022	-	13,286	13,286
Charge for the year	-	2,868	2,868
Disposals	-	(6,006)	(6,006)
At 31 March 2023	-	10,551	10,551
Net book value			
At 31 March 2023	-	6,280	6,280
At 31 March 2022	-	3,192	3,192

12. DEBTORS

	2023 £	2022 £
Trade debtors	104,023	128,479
Prepayments	7,208	6,965
Total	111,231	135,444

HARINGEY CITIZENS ADVICE BUREAUX

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

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Net obligations under finance leases and hire purchase contracts (Note 20)	2,389	1,469
Other taxation and social security	21,682	19,060
Other creditors	9,387	10,035
Accruals	31,468	52,143
Total	64,926	82,707

14. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2023	2022
	£	£
Net obligations under finance leases and hire purchase contracts (Note 20)	2,974	1,404
Obligations under finance leases and hire purchase contracts, included above, are payable as follows:		
In one year or more but less than two years	2,389	468
In two years or more and less than five years	585	936
In five years or more	-	-
Total	2,974	1,404

HARINGEY CITIZENS ADVICE BUREAUX

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

15. FUND RECONCILIATION

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers In / Out £	Gains / (Losses) £	Balance at 31 March 2023 £
Unrestricted Funds						
General funds	1,441,711	794,439	(995,355)	(34,336)	-	1,206,459
Property maintenance	5,000	-	-	-	-	5,000
Pension reserve	-	-	-	-	-	-
	1,446,711	794,439	(995,355)	(34,336)	-	1,211,459
Restricted Funds						
Connected Communities	-	200,000	(228,323)	28,323	-	-
Help to Claim	27,112	-	(27,110)	-	-	-
Advice First Aid	-	6,253	(6,253)	-	-	-
Greater London Authority	-	16,000	(19,773)	3,773	-	-
Household Support Fund	-	4,222	(4,222)	-	-	-
CitA – Cost of Living	-	15,000	(2,087)	-	-	12,913
Private Renting Sector	2,385	35,798	(40,423)	2,240	-	-
	29,497	277,273	(328,191)	34,336	-	12,913
Total Funds	1,476,208	1,071,712	(1,323,546)	-	-	1,224,372

The Board of Trustees have designated funds for the following purposes:

- Property maintenance is to cover periodic maintenance on the rented property.

The restricted funds are for the following purposes:

- Help to Claim project assists people to navigate the Universal Credit system up to when they receive their first payment.
- Connected Communities (Communities First) provides advice, support, and guidance to people at the earliest opportunity to prevent their problems from escalating.
- Homeless Prevention Project supported the implementation of the Homelessness Reduction Act in the borough of Haringey.
- Advice First Aid is a project to deliver advice on first aid in the community, particularly at food banks.
- Greater London Authority is a project to provide advice to support crisis prevention in the cost of living crisis.
- Housing Support Fund is a hardship fund administered on behalf of Haringey Council to support people in either food or energy poverty.
- CitA Cost of Living is a project to provide additional resources to support those impacted by the cost of living crisis.
- Private Renting Sector is a Big Lottery funded pilot project working in partnership with Pro Bono Communities to train law students to provide telephone advice to clients with issues relating to renting homes from private sector landlords.

HARINGEY CITIZENS ADVICE BUREAUX

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

16. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Tangible Fixed Assets	6,280	-	6,280	3,192
Current Assets	1,273,080	12,913	1,285,993	1,557,127
Creditors due within one year	(64,926)	-	(64,926)	(82,707)
Creditors due in more than one year	(2,974)	-	(2,974)	(1,404)
Total	1,211,460	12,913	1,224,373	1,476,208

17. OPERATING LEASES

At 31 March 2023 the total of the Charity's future minimum lease payments under non-cancellable operating leases for land and buildings are as follows:

	2023 £	2022 £
Amounts payable:		
Within 1 year	18,000	18,000
Between 1 and 5 years	-	-
Total	18,000	18,000

18. RELATED PARTY TRANSACTIONS

There were none identified.

19. FINANCIAL INSTRUMENTS

At the balance sheet date the Charity held the following:

	2023 £	2022 £
Financial assets		
Financial assets measured at cost:		
Cash at bank and in hand	1,174,763	1,421,683
Financial assets measured at amortised cost:		
Other debtors	-	-
Trade debtors	104,023	129,479
	1,278,786	1,551,162
Financial liabilities		
Financial liabilities measured at amortised cost:		
Trade creditors	-	-
Other creditors	9,387	10,035
Other taxation and social security	21,682	19,060
Obligations under finance leases	5,363	2,873
	36,432	31,968

HARINGEY CITIZENS ADVICE BUREAUX

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

20. OBLIGATIONS UNDER FINANCE LEASES

	2023 £	2022 £
In less than one year	2,389	1,469
In one year or more but less than two years	2,389	468
In two years or more and less than five years	585	936
In five years or more	-	-
Total	5,363	2,873

The obligations under finance leases are repayable by equal instalments. Finance leases relate to a photocopier and franking machine. The lease agreements do not include any contingent rent or restrictions.

21. TAXATION

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

22. CAPITAL COMMITMENTS

The Charity had no capital commitments as at 31 March 2023 (2022: Nil).

23. ANALYSIS OF CHANGES IN NET DEBT

Analysis of changes in net debt:

	At 1 April 2022 £	Cash Flows £	Non-Cash Movements £	At 31 March 2023 £
Cash and Cash Equivalents	1,421,683	(246,920)	-	1,174,763
Loans Due in One Year	-	-	-	-
Loans Due After One Year	-	-	-	-
	<u>1,421,683</u>	<u>(246,920)</u>	<u>-</u>	<u>1,174,763</u>

Accounts

Company registration number: 03501846
Charity registration number: 1069301

HARINGEY CITIZENS ADVICE BUREAUX
(A company limited by guarantee)

TRUSTEES' REPORT AND DRAFT FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

HARINGEY CITIZENS ADVICE BUREAUX

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HARINGEY CITIZENS ADVICE BUREAUX

CHARITY REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2022

Trustees

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served from 1 April 2021 up to the date of approval of these financial statements were as follows:

Andy Love
Gloria Saffrey-Powell
Sean O'Donovan – Vice Chair
Richard Warner
Rachel Williamson – Treasurer
Stephanie Pilling
Kaya Chatterji
Lorna Reith – Chair
Laura Payne
Ben Tovey
George Dunstall
Giselle McGowan
Chloe Hedman (appointed 26 April 2021)
Andrew Godfrey (appointed 26 April 2021)

Company registration number
03501846

Charity registration number
1069301

Registered office
20E Waltheof Gardens
London
N17 7DN

Bureau address:
Waltheof Gardens Citizens Advice
20E Waltheof Gardens
London
N17 7DN

Chief Executive and Company Secretary
Daniel Blake

Independent auditors
Beever and Struthers
Chartered Accountants & Business Advisers
15 Bunhill Row
London
EC1Y 8LP

Bankers
The Co-operative Bank plc
1 Balloon Street
Manchester
M60 4EP

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their report and the financial statements for the year ended 31 March 2022

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) published in October 2019.

Structure, Governance and Management

The company is limited by guarantee, governed by its memorandum and articles of association dated 30 January 1998 and last amended on 6 October 2011, and registered under the number 03501846. The company is registered as a charity under the number 1069301. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Citizens Advice Haringey operates under the membership umbrella of Citizens Advice (CABx) who provide the framework for standards of advice and casework management. Citizens Advice Haringey (CAH) co-operates and liaises, on behalf of its clients, with a number of advice agencies in the borough, local charities and the Health Authority and Council services.

The affairs of Citizens Advice Haringey are governed by the Board of Trustees who meet at least four times a year. The members of the charity are individuals, companies or organisations who are interested in furthering the work of the charity and who are not paid, or volunteer workers of the charity. Each member has one vote.

The ordinary membership, as well as the make-up of the Trustee Board, is reviewed annually prior to the Annual General Meeting. We carry out a skills audit and an assessment of the diversity of the Board. This is followed by a recruitment campaign for both ordinary members and potential Trustees. This is done using our extensive network across the local voluntary and community sector as well as specialist agencies.

Board of Trustees

The members of the Board of Trustees perform the role of directors in company law and are the Trustees in charity law. Those who served during the year, except where indicated, are listed on page 3.

We would like to thank our Trustees for the dedication and commitment they have given over the years.

Organisational Structure

A Trustee Board, of currently 14 members, administers the charity. They meet four times per year with additional quarterly meetings of the sub-committees for Finance, Health and Safety, People and Quality. The Chief Executive of the organisation has been appointed by the Trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the Trustee Board in line with the Business Development Plan and are reviewed at least annually. The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the Trustee Board. Reports and recommendations are then taken to the full Board for approval, and their implementation is organised by the Chief Executive and the staff team.

There are regular staff, volunteer and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and Stakeholders.

The Arrangements for Setting the Pay and Remuneration of Key Management Personnel

The Trustees consider that the Board of Trustees and the Senior Management Team (SMT) comprise the Key Management Personnel of the charity.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

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 notes 9 and 20 to the financial statements. The charity's Senior Management Team are all paid in accordance with a published scale of grades using NJC scales which are extensively used in the voluntary sector.

Any increases to these published grades would be debated and approved by the Trustee Board. The Chief Executive submits a proposal for staff salaries during the budget process; the Chief Executive's salary is reviewed and approved by the Trustee Board separately but in line with the policy set out above.

An annual review of the existing pay scales is undertaken and a decision taken as to whether or not the charity implements the proposals made by the Chief Executive and the Trustee Board. The criteria to establish whether or not uplift should be implemented will include the financial stability of the charity and its main income streams, the trend with regard to pay increases witnessed within the appropriate operating environment (e.g. trends within similar sized voluntary sector organisations) and the current national average pay increase levels.

Related Parties

In addition to its membership of Citizens Advice, the charity also cooperates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Objectives, Activities and Achievements

The objectives for which the charity was established as defined in the Articles of Association are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty and distress.

CAH helps people get the support they need and enables them to manage their lives better in times of crisis. Life is complicated and things can go wrong for all of us. CAH's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

CAH seeks to put the customer at the heart of everything we do. We are committed to a community centred approach that recognises our customers, local community, social and faith networks as assets, not people with problems.

We also emphasise the importance of early intervention and prevention, seeking to understand and act on the underlying causes of demand for our services and tackle preventable systemic failure.

The policies that have been adopted to achieve this aim are as follows:

- To follow the policies and guidelines set down by Citizens Advice.
- To develop an effective front-line advice service by harnessing a local diversity of volunteers and training them to a high standard.
- To complement and support bureaux based services through a network of outreach advice sessions and managerial and administrative resources.
- To control financial operations by the use of a Business Development Plan and Budget.
- The setting up of sub-committees to further particular aspects of the charity's activities and responsibilities, including health and safety, finance, human resources, quality and campaigns and research.

Information, Advice and Guidance:

Citizens Advice Haringey (CAH) in partnership with two subcontractors (Vibrance and Public Voice) deliver the Information, advice and guidance contract to residents and those who work in Haringey under the branding of Haringey Advice Partnership

The service model puts more emphasis on working within the communities, providing better access for clients,

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

increased self-help and digital methods.

The aims of the service are to:

- Deliver a universal, comprehensive and quality assured information, advice and guidance offer to improve the capacity of all residents in Haringey to manage their needs independently of the Council, and to access the right support at the right time, with a focus on early help and prevention.
- Build the capacity of individuals to manage their own information, advice and guidance needs and resolve similar issues themselves in the future.
- Build peer and community support around information, advice and guidance through community-led initiatives.

The new objectives of the service are:

- To increase access to information, advice and guidance by delivering the offer within a range of community-based hubs across Haringey through different channels including digital and telephony.
- To provide targeted information, advice and guidance at key points in people's lives to prevent crises.
- To provide 'pop-up' opportunities within Haringey in order to increase access to information, advice and guidance in relation to the issues mentioned above at times of need or in such places as need has been identified.
- To provide access to information, advice and guidance for people who live or work in Haringey in light of changes to the various health, social care, housing, welfare and tax benefit systems.
- To identify any service-user needs in addition to information, advice and guidance early, ensuring referral to appropriate services, as required as part of the Prevention, Early Help and Intervention approach.
- To provide sign-posting and guidance in relation to accessing further support in relation to the above issues.
- To offer culturally specific information, advice and guidance, as required.
- To provide and maintain the information and advice service where the content includes:
 - The care and support system locally and how it works
 - Choice of types of care and support and choice of providers
 - How to access the care and support that is available
 - How to access independent financial advice on care and support
 - How to raise concerns about the safety, health and or well-being of a child, young person or adult

During the financial year Citizens Advice Haringey saw nearly 13,000 individual clients, and 44% of those were disabled and/or were suffering from a long-term health condition. The top three issues people sought help with were housing, welfare benefits, debt, and employment. We have seen an increase throughout the year in those seeking help with mental health issues which have a bigger impact on their daily life.

Our successes have included income gains for our clients amounting to £3.9 million, including benefit appeals and charitable applications for individual support.

Objectives for the Year and Public Benefit

The charity's objectives are to promote any charitable purpose for the benefit of the community in Haringey, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

CAH's aims are to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to provide the advice people need for the problems they face and to improve policies and practices that affect people's lives.

We review our aims, objectives and activities on a regular basis. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It looks at the success of each key activity and the benefits to those groups of people we are here to help and it also helps us to ensure our aims, objectives and activities remain focussed on our stated purposes. We have referred to the guidance contained in the Charity Commission's general

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Our key objectives are:

Objective 1: Make access to advice and information easier

- Ensuring good access to a service which best suits client's needs across the range of subjects
- Be able to move seamlessly between face to face, phone and digital services without repeating themselves
- Provide tailored help that meets their needs, with clear action plans every time
- Book appointments at a time that suits them, increasing opening times to evenings and Saturday mornings
- Review systems and service models each year to ensure the service is still meeting needs and demand, especially in light of changes in the operating environment
- Evaluating community based services to ensure gaps are identified and met
- Proactively monitor and assess emerging needs in order to ensure we respond and change to provide services that are relevant and focussed on the needs of the people of Haringey
- Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number
- Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice

Objective 2: Work with Citizens Advice to provide One Service

- Citizens Advice membership package to be reviewed annually
- Ensure that policies are implemented so that we remain in a strong position to pass our next audit
- Monitoring and assessing the service we provide to ensure and improve quality
- Maintaining external quality accreditation to provide evidence to our funders and clients that we use our resources effectively and offer a high quality service, which is excellent value for money
- Benefit from lessons learned and shared across the Citizens Advice service
- Ensure the Leadership self-assessment enables CAH to ensure that our local Citizens Advice is well run and delivering high quality services

Objective 3: Be more sustainable for the future

- Diversify our funding streams to ensure less reliance on statutory funding to deliver our core objectives
- Continue links with key partnerships and identify joint funding bids that can be submitted
- Understand the outcomes we achieve, and see services changed accordingly
- Use reliable, fast and intuitive technology
- See us repeatedly win local contracts based on quality and value for money
- Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible
- Explore joint working with other Citizens Advice offices in close locality
- Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations
- Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services

Objective 4: Be more influential

- Engage more in campaigning for change in furtherance of Citizens Advice aims and objectives
- Continue to monitor work and carry out local campaigns as within the campaign and research plan
- Ensure the opportunity to campaign for change on the issues affecting local people or those they care most about

Objective 5: Be a stronger equality champion

- Have discrimination issues consistently identified and acted upon
- See our local communities better reflected in our service

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

- See our equality influence working in an impactful way
- Ensure that new staff and volunteers are fully engaged in campaign work

Objective 6: Support an efficient staff and volunteer structure

- Support an efficient staff and volunteer base to provide high quality services across Haringey's community
- Explore further e-learning and other methods to ensure that staff and volunteer training needs are met
- Continue with system of annual appraisals for all staff and volunteers to identify training needs and assess how effectively these have been met
- Continue with performance management systems reviewing on an annual basis

Review of Activities and Achievements 2021-2022

This year has remained challenging due to the ongoing Covid-19 restrictions and latterly learning to live with the virus. Building on the lessons learned from the pandemic our services remain routed via the telephone and we have seen a continued rise in the number of people seeking help locally.

Citizens Advice Haringey provides the main gateway to advice and other services for local people. We offer general advice on welfare benefits, money/debt, housing, employment, consumer rights, immigration, family and personal matters, providing general advice on discrimination across all areas.

Our aim is to provide a high quality service for as many clients as possible, focussing on those most in need. Recognising that we are unlikely to meet all demand for our service, and where possible seeking to work in partnership with other organisations, professionals and community groups to deliver our services.

We emphasise the importance of early intervention and prevention, seeking to understand and address the underlying causes of demand for our services by tackling preventable systemic failure.

As an organisation heavily reliant on volunteers to deliver services, Citizens Advice Haringey offers a range of volunteering opportunities, recognising the value in each member of our community. This year we have developed a new arm to our volunteering offer. The Community Navigation Service provides help and assistance for people as they walk through our office door and online.

Our work in Haringey strives to significantly help some of the most vulnerable people in the borough. We provide accessible services to meet clients' needs, spread throughout the borough through our various projects, and outreach services. We remain committed to working in partnership across the borough to ensure as wide a range of coverage as possible.

We have continued to run the Help to Claim Service. This provides support for anyone claiming universal credit up until the first correct payment is received. This service is funded by the Department for Work and Pensions via Citizens Advice. We have delivered this service in partnership with both Tottenham and Wood Green JobCentre Plus. Due to a change in commissioning arrangements this service will transfer to Barnet CAB on the 1st April 2022.

We have been delighted to work in partnership with Haringey Council as part of the Connected Communities service ensuring a wraparound approach to services supporting people within the community.

We have been delighted to work in partnership with Pro Bono Communities on a Big Lottery Funded project providing advice, guidance and information to people living in private rented accommodation living in the borough. The service is staffed by volunteer legal students and provided online.

We have continually reviewed and monitored services, making changes to improve client experience and ensure that our service quality is compliant with the Citizens Advice membership standards.

The key statistics collected from our advice related activities over the reporting period 2021-2022 were:

- Over 24,000 separate issues dealt with
- Over £3.9 million of income gains for residents of the borough
- Over £200k in debt written off or rescheduled

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

- 71% of clients were helped over the telephone
- The most common age group of our clients was between 30-39 years old
- 60% of our clients were female
- 44% of our clients were disabled or had a long term health condition
- 55% of our clients were BAME

The Trustee Board

The Trustee Board has continued to provide strong governance, meeting regularly, discussing policies and procedures and making and approving decisions on major governance issues. The Board has been strong on financial stewardship and encouraged greater fundraising activity to ensure the sustainability and further development of the organisation.

The Finance and Safety, People and Quality sub-committees have continued to meet regularly in order to ensure organisational compliance and development.

The ordinary membership as well as the makeup of the Trustee Board is reviewed annually prior to the Annual General Meeting.

The Board discusses policies and procedures and makes and approves decisions on major governance issues. It also ensures that there is an appropriate strategic plan and that this is being carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive and then to the members of the management team. The management team meets regularly. There are three subcommittees of the Board, Finance, HR, health and safety, quality and campaign and research and health and safety who meet quarterly, consider important issues and report to the main Board.

Trustees worked closely with the Chief Executive to develop the new Business Plan and to monitor progress in achieving previously agreed milestones outlined in the Business Plan.

Campaign and Research

Our twin and equal aims are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Therefore, we need to ensure that we maximise our ability to spot trends, highlight issues and provide a bank of evidence to influence present and future policies. It will continue to be a core aim of Citizens Advice Haringey and the Citizens Advice Bureaux family to provide evidence to support and stimulate debate, to campaign and lobby on key social policy issues, and to influence the policy makers and service providers. Citizens Advice Haringey continued to endeavour to influence policy in key areas of:

- Welfare Policy Research: Welfare benefits is our largest advice area, giving us clear insights into the way the system works and the challenges it poses. We continue to collect evidence and short reports to highlight the importance of income security in general, as well as the particular challenges it poses for certain groups. These include those on low incomes receiving in-work benefits, as well as disabled people and those with long-term health conditions. We were delighted to work with Haringey council to bring in the introduction of a Local Welfare Assistance Scheme
- Consumer Policy Research: Covers regulated and unregulated markets allowing us to identify problems and draw comparisons about policies and practices. Consumer advice trends provide statistics on the number of consumer issues dealt with by our national network.
- Debt and Money Policy Research: Citizens Advice helps hundreds of thousands of people with debt and money problems each year giving us insight into how we can prevent money problems and help people to recover. Citizens Advice Haringey will continue to provide evidence to Citizens Advice.
- Energy Policy Research: Ensuring opportunities to make the energy market function better are not missed and consumers have good reason to become more confident and engaged. We continue to raise awareness through our Scam Awareness campaigns and Energy Week events.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

We are committed to increasing the range, quality and quantity of our campaigns and research work so that we can take every opportunity to improve the lives of not only our clients but for all in Haringey. We regularly make contributions to local media aimed at addressing the needs of our community.

Partnerships & Business Development

Throughout this year the organisation has continued to develop new partnerships and to grow current ones. Currently we work with Vibrance, Public Voice, Mind in Haringey, DWP and Homes 4 Haringey. We are developing links with other organisations such as Bubic and Shelter.

We have continued working with Haringey Clinical Commissioning Group (CCG) and other health partners to ensure there is a coherent advice and information offer for people accessing health services.

Citizens Advice Haringey continues to work well with London & Quadrant Housing Trust providing the Pound Advice Project taking direct referrals from the Housing Association. Advice and assistance is provided to deal with rent arrears and benefit problems, reduce debt and maximise income.

Citizens Advice Haringey works in close partnership with Bridge Renewal Trust who are Haringey Council's Strategic Partner for the Voluntary and Community Sector (VCS). We aim to work together with the sector to contribute to local authority and health issues building a stronger partnership across Haringey. As part of the response to the pandemic CAH has been a key partner in the voluntary sector CEO group facilitated by Bridge.

We have enjoyed a fruitful partnership with Pro Bono Community - an organisation that provides volunteer placements for trainee solicitors. In addition to providing general volunteers we were delighted to work together on A Big Lottery funded project providing remote support and legal advice to residents of the borough living in Private Rented Sector accommodation.

Internal and External Factors

Maintaining external quality accreditation is essential for the charity. We passed our Leadership Self Assessment Verification visit scoring yellow. We continue to maintain our audit standards with systems for record checking, independent file reviews and support for staff and governance.

Future Developments

Citizens Advice Haringey aims to continually improve access to its service and to maintain a high quality service for as many clients as possible, focussing on those most in need and being innovative about methods of service delivery. We work in partnership with other local agencies both to prevent problems arising for clients and to help them resolve problems that have arisen. In order to achieve our objectives, we have the following plans for future work and developments:

1. Access to our Service - Monitoring and Assessing the Service

- Review systems each year to ensure the service is still meeting needs, especially in light of changes in the operating environment.
- Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number.
- Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice.

2. Maintain and Develop Excellent External Relationships

- Continue links with key partnerships and identify what joint funding bids can be submitted.
- Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations.
- Look to develop further the links we have made within the local community and look to diversify our income streams.

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

3. Provide Support and an Efficient Staff Structure for Staff

- Explore further e-learning and other methods to ensure that staff's training needs are met.
- Continue with our system of annual appraisals for all staff to identify training needs and assess how effectively these have been met.

4. Increase Income

- Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible.
- Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services.
- Further develop partnerships with other Haringey groups and neighbouring Citizens Advice so we are in a strong position for partnership bids.

5. Engage more in campaign and research

- Continue to monitor work and carry out local campaigns where appropriate.
- Continue to respond to national initiatives.
- Ensure that new staff are fully engaged in campaign work.

6. Maintain External Quality Accreditation

- Ensure that policies are implemented so that we remain in a strong position to pass our next audit.
- Implement the new Citizens Advice Membership package.

Principal Risks and Uncertainties

The Board of Trustees reviews the major risks to which the charity is exposed through a series of risk assessments that also details mitigation strategies and is updated at least annually. Significant external risks to funding are taken into account in the charity's development strategies and business plans which allow for diversification of funding and activities. The Trustees continue to review the financial risks to which the organisation is subject due to the generally unfavourable economic climate and challenging funding environment. The Trustees believe that these and other risks will be mitigated by:

- A Board of Trustees with the necessary experience and competence to supervise all aspects of the operation of the charity.
- Regular Trustees' meetings with effective reporting to ensure proper review of operations.
- The establishment and maintenance of an effective and comprehensive system of internal control to ensure that the Trustees' financial responsibilities are properly discharged.
- Maintenance of good relations with core funders ensuring all obligations are met in accordance with instructions of funders.
- Continuing efforts to seek alternative sources of funding in order to diversify risk and reduce reliance on specific funders.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety, equal opportunities, data protection, and adult and vulnerable adults protection legislation.

Financial Review

Income for the year ending 31st March 2022 totalled £1,309,336, a 6.5% decrease from the previous year (2021: £1,399,623). Unrestricted income decreased by 2.1% to £839,891 (2021: £857,713), however has increased in relation to total income to 64.1% (2021: 61.3%). Restricted income decreased by 13.4% to £469,445 (2021: £541,910).

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

Expenditure totalled £1,360,335 (2021: £1,196,687), creating a net income/expenditure deficit of £50,999 for the year. Funds brought forward from the previous year totalled £1,489,207 (£1,406,567 unrestricted / £82,640 restricted), putting the final funds held by the charity at £1,476,208 at the year end, comprising of £1,446,711 unrestricted and £29,497 restricted funds.

The pension obligation was discharged during the year as the decision was made to exit the defined benefit pension scheme. There was a £38,000 actuarial gain that needs to be taken into account up to the point of cessation.

Principal Funding Sources

The charity received funding from the Big Lottery, London Borough of Haringey, We Are Digital, Department of Work and Pensions, London Communities and National Association of Citizens Advice.

This funding was spent on providing generalist advice, primarily to the residents of the London Borough of Haringey, through the core gateway and appointment services at the bureaux and outreach services in health hubs and specialist projects.

We continue to pursue other funding opportunities as they arise, in accordance with our three-year funding strategy and our identified priorities.

Investment Policy

The Charity will continue to retain a prudent amount in reserves each year. Most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available and grants received in advance in short term bank deposits and deposit bonds.

Reserves Policy and Defined Benefit Pension Scheme Funding

The Board of Trustees has examined the charity's requirements for operational reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure excluding the expenditure on finite projects. This gives a target of around £400,000 in general unrestricted funds as a minimum. The Trustee Board also wish to set aside a general reserve for items such as investment in IT infrastructure of £40,000.

The present level of free reserves available to the charity total £1,443,519. This figure comprises of the unrestricted reserves of £1,446,711 less the unrestricted fixed assets of £3,192.

The operational reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to appropriately manage the activities of the charity in the event of a temporary but significant drop in core funding. This is in line with general guidance on charities and not for profit organisations, and with three-month notice periods in contractual or service level agreements.

In 2021, CAH was approached by London Borough of Haringey Pensions (LBHP), who expressed concern at the high risk the organisation was exposed to from the pension obligation crystallising. This was primarily due to the low number of members (3) contributing into the fund and two being extremely close to retirement age.

Although the previous 5 years the pension obligation has been in surplus, historically it has spent more time (15 years), in a deficit position – the worst being -£1.02m in 2010. There was a high risk of the pension obligation returning to a deficit at a point in the near future, at the same time as members retired and would crystallise, leaving CAH to fund the liability from its limited cash reserves.

LBHP suggested CAH should consider exiting the LGPS scheme, as the current financial conditions and pension fund valuation may be favourable (although this could not be guaranteed at the point of exit). The Board of Trustees considered the risks very carefully, deciding to move towards exiting the scheme by negotiating settlement with the three member's staff who still contributed into the pension. This was concluded and the exit date was set as the 30th

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2022

June 2021.

The Board of Trustees were anticipating exiting the pension scheme at either in a breakeven position or with a nominal surplus (Previously LBHP had cited the example of if CAH had exited the scheme on 31st March 2019 then there would have been a surplus of £16k to be refunded). The exit position would be calculated by the pension funds actuaries – Hyman Robertson. When the actuaries exit report was released in mid-November, the final position was a pension credit of £608k to be refunded back to CAH.

The windfall from the exit of the LGPS scheme was wholly unexpected, especially as the pension obligation had such a negative impact on CAH's balance sheet for the years it was in deficit. The unrestricted free reserves have increased and the Board of Trustees are currently examining how to prudently apply them to ensure the future financial security of the organisation and to support the delivery of its charitable objectives to clients in Haringey.

Statement of Board of Trustees' Responsibilities

The Trustees (who are also directors of Haringey Citizens Advice Bureaux 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 that give a true and fair view of the state of affairs of the charitable company, and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgments 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 operating.

The Trustees are responsible for keeping adequate accounting records that 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.

Statement of Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

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.

Auditors

A resolution proposing that Beever and Struthers be re-appointed as auditors of the charitable company will be put to the Annual General Meeting.

Small Company Exemptions

HARINGEY CITIZENS ADVICE BUREAUX

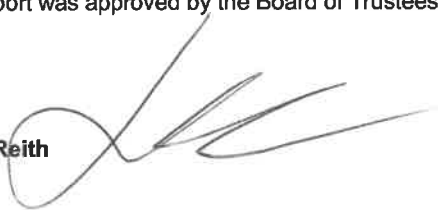
**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022**

The report of the Trustees has been prepared taking advantage of the small companies' exemption of section 415(A) of the Companies Act 2006.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

This report was approved by the Board of Trustees on 2 August 2022 and signed on its behalf by:

Lorna Reith
Chair

A handwritten signature in black ink, appearing to be 'Lorna Reith', written over a horizontal line.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2022

Opinion

We have audited the financial statements of Haringey Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities (incorporating the Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies in note 1. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for the audit of small entities, in the circumstances set out in note 8 to the financial statements, 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 Board of 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 Board of Trustees with respect to going concern are described in the relevant sections of this report.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2022

Other Information

The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Board of Trustees' Responsibilities set out on pages 13 and 14, the Trustees are responsible for the preparation of financial statements which 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2022

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

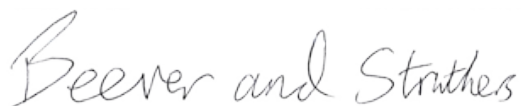
In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, Charities Act 2011, Charities Regulations 2008, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the Trustees and reviewed correspondence and Trustee meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the Trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the Trustees have in place to prevent and detect fraud. We enquired of the Trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the Trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

Use of our report

This report is made solely to the charitable company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 and the charitable company's Trustees as a body for our audit work, for this report, or for the opinions we have formed.



Beever and Struthers
Chartered Accountants
Statutory Auditor

15 Bunhill Row
London
EC1Y 8LP

Date: 28 September 2022

Beever and Struthers is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

HARINGEY CITIZENS ADVICE BUREAUX

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

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
INCOME AND ENDOWMENTS FROM:					
Donations	2	100	-	100	1,000
Charitable activities	4	839,715	469,445	1,309,160	1,397,522
Investments	3	76	-	76	851
Other		-	-	-	250
TOTAL INCOMING RESOURCES		839,891	469,445	1,309,336	1,399,623
EXPENDITURE ON:					
Charitable activities	5	833,921	526,414	1,360,335	1,196,687
TOTAL RESOURCES EXPENDED		833,921	526,414	1,360,335	1,196,687
NET INCOME / (EXPENDITURE)		5,970	(56,969)	(50,999)	202,936
TRANSFERS BETWEEN FUNDS	16	(3,826)	3,826	-	-
NET INCOME / (EXPENDITURE) BEFORE OTHER GAINS AND LOSSES		2,144	(53,143)	(50,999)	202,936
OTHER RECOGNISED GAINS / (LOSSES):					
Actuarial gains / (losses) on defined benefit pension schemes	18	38,000	-	38,000	83,000
NET MOVEMENT IN FUNDS		40,144	(53,143)	(12,999)	285,936
RECONCILIATION OF FUNDS:					
Total funds brought forward		1,406,567	82,640	1,489,207	1,203,271
TOTAL FUNDS CARRIED FORWARD	16	1,446,711	29,497	1,476,208	1,489,207

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

The notes on pages 21 to 34 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX
COMPANY REGISTRATION NUMBER: 03501846

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	£	2022 £	£	2021 £
FIXED ASSETS					
Tangible assets	12		3,192		3,326
CURRENT ASSETS					
Debtors	13	135,444		13,965	
Cash at bank and in hand		1,421,683		1,085,875	
		<u>1,557,127</u>		<u>1,099,840</u>	
CREDITORS: amounts falling due within one year	14	<u>(82,707)</u>		<u>(183,075)</u>	
NET CURRENT ASSETS			<u>1,474,420</u>		<u>916,765</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>1,477,612</u>		<u>920,091</u>
CREDITORS: amounts falling due after more than one year	15		<u>(1,404)</u>		<u>(884)</u>
NET ASSETS OR LIABILITIES EXCLUDING PENSION ASSET OR LIABILITY			<u>1,476,208</u>		<u>919,207</u>
Defined benefit pension scheme asset / (liability)	18		-		570,000
TOTAL NET ASSETS			<u>1,476,208</u>		<u>1,489,207</u>
CHARITY FUNDS					
Restricted funds	16		29,497		82,640
Unrestricted funds:					
Unrestricted funds		1,446,711		836,567	
Pension reserve		<u>-</u>		<u>570,000</u>	
Total unrestricted funds	16		<u>1,446,711</u>		<u>1,406,567</u>
TOTAL CHARITY FUNDS			<u>1,476,208</u>		<u>1,489,207</u>

For the year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but the Trustees' have elected to have an audit under the Charities Act 2011.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The financial statements set out on pages 18 to 34 were approved and authorised for issue by the Board of Trustees on 2 August 2022 and were signed on their behalf, by:

Lorna Reith
Chair

The notes on pages 21 to 34 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	2022 £	2021 £
Cash flow from operating activities			
Net cash flow from operating activities	i	335,732	292,393
Cash flows from investing activities:			
Dividends, interest and rents from investments		76	851
Purchase of tangible fixed assets		-	-
Net cash provided by/(used in) investing activities		<u>76</u>	<u>851</u>
Cash flow from financing activities			
Repayments of borrowings		-	-
Net Cash provided by/(used in) financing activities		<u>-</u>	<u>-</u>
Change in cash and cash equivalents in the year		<u>335,808</u>	<u>293,244</u>
Cash and cash equivalents brought forward		1,085,875	792,631
Cash and cash equivalents carried forward		<u>1,421,683</u>	<u>1,085,875</u>
Note I			
Net movement in funds		(12,999)	285,936
Depreciation		2,474	5,387
Dividends and interest from investments		(76)	(851)
Decrease/ (Increase) in debtors		(121,479)	190,914
Increase/ (decrease) in creditors		(102,188)	(40,993)
Pension actuarial movement		(38,000)	(148,000)
Pension Cessation		608,000	-
Net cash inflow from operating activities		<u>335,732</u>	<u>292,393</u>

The notes on pages 21 to 34 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

1.1 General Information and basis of preparation

Haringey Citizens Advice Bureaux is a registered charitable company limited by guarantee (Charity number 1069301, Company number 03501846) with the Charity Commission and Registrar of Companies in England and Wales. 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. The address of the registered office is 20E Waltheof Gardens, London, N17 7DN. The nature of the Charity's operations and principal activities are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The Charity constitutes a public benefit entity defined by FRS 102. The financial statements have been prepared in accordance with Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Funds

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

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

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019. Further detail of the contribution of volunteers is given in the Trustees' Report.

Income from government and other grants and contracts is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

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

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties that will result in the outflow of economic benefit. Expenditure on charitable activities includes all costs incurred on furthering the objects of the Charity.

Irrecoverable VAT is charged as an expense against the activity for which the related expenditure arose.

1.5 Support costs allocation

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include office costs, governance costs, administrative and payroll costs. They are incurred in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have allocated expenditure on charitable activities on the basis of staff time involved in the activity.

The analysis of these costs is included in Note 6.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.6 Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33.33% Straight line
Other office equipment	20.00% Straight line

1.7 Debtors receivable and creditors payable within one year

Debtors are recognised when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Creditors are recognised when the Charity has a present legal or constructive obligation resulting from a past event and the settlement is expected to result in an outflow of economic benefits.

1.8 Provisions

Provisions are recognised when the Charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

1.9 Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Cash is held at cost. Other basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost using the effective interest method.

1.10 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.11 Employee benefits

The charity formerly operated a defined benefit pension scheme, however Haringey Citizens Advice Bureaux ceased as an employer in the London Borough of Haringey Pension Fund on 30 June 2021.

The charity also operates a defined contribution pension scheme, contributions to which are expensed in the Statement of Financial Activities as they become payable.

1.12 Taxation

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

1.13 Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.14 Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

- Depreciation rates for tangible fixed assets
- Basis of valuation of financial instruments
- Pension scheme assumptions resulting in the valuation of the defined benefit scheme's assets and liabilities

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

2. INCOME FROM DONATIONS

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Donations	100	-	100	1,000

In 2021, all income from donations were unrestricted.

3. INCOME FROM INVESTMENTS

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Bank interest	76	-	76	851

In 2021, all income from investments was unrestricted.

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
London Borough of Haringey				
Connected Communities (Communities First)	-	200,000	200,000	137,214
Information Advice and Guidance	816,000	-	816,000	816,000
	816,000	200,000	1,016,000	953,214
Big Lottery				
Pro Bono Communities	-	-	-	25,646
Private Renting Sector	-	13,750	13,750	-
Crutch	-	-	-	10,070
	-	13,750	13,750	35,716
London Communities				
London Community Response Fund	-	-	-	9,970
We Are Digital				
Pound Advice	23,255	-	23,255	32,424
DWP/Citizens Advice Richmond				
Kickstart	-	7,625	7,625	-
Haringey Giving				
Haringey Together	-	-	-	5,000
Bridge Renewal Trust				
Advice First Aid	-	12,518	12,518	-
Citizens Advice				
Debt Relief Order	70	-	70	43
Help to Claim	-	235,552	235,552	295,786
BEIS	-	-	-	63,224
Windrush	390	-	390	2,145
Total	839,715	469,445	1,309,160	1,397,522

In 2021, of the total income from charitable activities, £855,612 was unrestricted and £541,910 was restricted.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

5. EXPENDITURE FROM CHARITABLE ACTIVITIES

	Activities Undertaken Directly 2022 £	Support Costs 2022 £	Total Funds 2022 £	Total Funds 2021 £
Pro Bono Communities	4,369	3,308	7,677	17,969
BEIS Infrastructure	6,745	-	6,745	11,479
BEIS HMPT	4,737	5,009	9,746	10,254
London Communities	-	-	-	9,970
BEIS Innovation	-	-	-	25,000
We Are Digital	16,682	10,538	27,220	23,265
Private Renting Sector	8,560	2,805	11,365	-
Kickstart	7,771	3,679	11,450	-
Help to Claim (CitA)	188,421	78,491	266,912	237,317
Advice First Aid	8,392	4,127	12,519	-
Haringey Giving	-	-	-	5,000
General	65,455	-	65,455	180
Connected Communities (Community First)	132,295	67,705	200,000	137,215
Crutch	-	-	-	39,012
Information Advice & Guidance (IAG)	586,502	154,744	741,246	680,026
Total	1,029,929	330,406	1,360,335	1,196,687

Total support costs of £330,406 (2021: £162,290) are analysed in Note 6.

6. ANALYSIS OF SUPPORT COSTS

	2022 £	2021 £
Wages and salaries (including National Insurance and Pension)	156,852	113,857
Premises costs	37,959	31,714
Actual expenses	87,717	71,646
Staff & Volunteer	37,117	387
Governance costs	10,357	9,167
Other	404	519
Defined benefit pension net interest cost (Note 11)	-	(10,000)
Defined benefit pension service cost (credit)	-	(55,000)
Total	330,406	162,290

Total governance costs of £10,357 (2021: £9,167) are analysed in Note 7.

7. GOVERNANCE COSTS

	2022 £	2021 £
Auditor's remuneration - audit of the financial statements	7,212	6,995
Auditor's remuneration - preparation of financial statements	1,757	1,704
Legal and professional	1,388	13
Travel and subsistence	-	-
Training and conferences	-	-
Other	-	455
Total	10,357	9,167

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

8. NET INCOME / (EXPENDITURE) FOR THE YEAR

	2022 £	2021 £
Depreciation of tangible fixed assets: owned by the charity	2,474	5,387
Auditors' remuneration – Audit of the financial statements (inclusive of VAT)	7,212	6,995
Auditors' remuneration – Preparation of financial statements (inclusive of VAT)	1,757	1,704

In common with many other organisations of our size and nature we use our auditors to assist with the preparation of the financial statements.

9. KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Charity considers its key management personnel comprise;

The Trustees
Chief Executive
Finance Manager
Operations and Development Manager

The Trustees neither received nor waived any remuneration during the year (2021: £NIL).

The total amount of employee benefits received by other key management personnel is £147,624 (2021: £144,634).

The Trustees had £NIL expenses reimbursed during the year (2021: £NIL). No amounts were paid to Trustees to attend training courses (2021: £NIL).

10. STAFF COSTS AND EMPLOYEE BENEFITS

	2022 £	2021 £
Wages and salaries	1,012,920	804,251
Social security costs	90,651	69,734
Other pension costs	38,866	81,367
Total	1,142,437	955,352

No staff costs or employee benefits were paid by related parties.

Aggregate number of full time equivalent staff whose remuneration exceeded £60,000 in the period:

	2022	2021
£60,000 - £69,999	1	-
£70,000 - £79,999	1	-

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

10. STAFF COSTS AND EMPLOYEE BENEFITS (CONTINUED)

The average monthly number of persons employed by the Charity during the year was as follows:

	2022 No.	2021 No.
Generalist advice	12	12
London Communities	-	-
Help to Claim	5	5
Pro Bono Communities	-	-
Connected Communities	4	3
We Are Digital	1	1
Crutch	-	-
BEIS	-	1
HPP	-	-
Support staff	2	2
Kickstart	1	-
Total	25	24

11. OTHER FINANCE INCOME / (COSTS)

	2022 £	2021 £
Expected return on defined benefit pension scheme assets	-	67,000
Interest on defined benefit pension scheme liabilities	-	(57,000)
Total	-	10,000

12. TANGIBLE FIXED ASSETS

	Computer Equipment £	Other Fixed Assets £	Total £
Costs			
At 1 April 2021	-	16,558	16,558
Additions	-	2,340	2,340
Disposals	-	(2,420)	(2,420)
At 31 March 2022	-	16,478	16,478
Depreciation			
At 1 April 2021	-	13,232	13,232
Charge for the year	-	2,474	2,474
Disposals	-	(2,420)	(2,420)
At 31 March 2022	-	13,286	13,286
Net book value			
At 31 March 2022	-	3,192	3,192
At 31 March 2021	-	3,326	3,326

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. DEBTORS

	2022	2021
	£	£
Trade debtors	128,479	5,582
Prepayments	6,965	8,383
Accrued income	-	-
Total	135,444	13,965

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Net obligations under finance leases and hire purchase contracts (Note 22)	1,469	2,486
Other taxation and social security	19,060	53,506
Other creditors	10,035	9,652
Accruals	52,143	117,431
Total	82,707	183,075

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2022	2021
	£	£
Net obligations under finance leases and hire purchase contracts (Note 22)	1,404	884
Obligations under finance leases and hire purchase contracts, included above, are payable as follows:		
In one year or more but less than two years	468	884
In two years or more and less than five years	936	-
In five years or more	-	-
Total	1,404	884

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

16. FUND RECONCILIATION

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers In / Out £	Gains / (Losses) £	Balance at 31 March 2022 £
Unrestricted Funds						
General funds	831,567	839,891	(833,921)	604,174	-	1,441,711
Property maintenance	5,000	-	-	-	-	5,000
Pension reserve	570,000	38,000	-	(608,000)	-	-
	1,406,567	877,891	(833,921)	(3,826)	-	1,446,711
Restricted Funds						
Pro Bono Communities	7,677	-	(7,677)	-	-	-
BEIS Infrastructure	6,745	-	(6,745)	-	-	-
BEIS HMPT	9,746	-	(9,746)	-	-	-
Connected Communities	-	200,000	(200,000)	-	-	-
BEIS Innovation	-	-	-	-	-	-
Help to Claim	58,472	235,552	(266,912)	-	-	27,112
Kickstart	-	7,624	(11,450)	3,826	-	-
Advice First Aid	-	12,519	(12,519)	-	-	-
Private Renting Sector	-	13,750	(11,365)	-	-	2,385
	82,640	469,445	(526,414)	3,826	-	29,497
Total Funds	1,489,207	1,347,336	(1,360,335)	-	-	1,476,208

The Board of Trustees have designated funds for the following purposes:

- Property maintenance is to cover periodic maintenance on the rented property.
- Pension reserve which represents the defined benefit pension scheme liability. CAH ceased as an employer in the London Borough of Haringey Pension Fund on 30 June 2021.

The restricted funds are for the following purposes:

- The Pro Bono Communities project provided digital and remote advice to under 35's living in private rented accommodation across Haringey.
- The Department of Business, Energy, and Industrial Strategy project enables the service to increase capacity to respond to the demand for advice arising from COVID-19.
- Help to Claim project assists people to navigate the Universal Credit system up to when they receive their first payment.
- Connected Communities (Communities First) provides advice, support, and guidance to people at the earliest opportunity to prevent their problems from escalating.
- DWP Universal Credit project provided personal budgeting support for Universal Credit
- Homeless Prevention Project supported the implementation of the Homelessness Reduction Act in the borough of Haringey.
- Kickstart is a DWP scheme to create new jobs for 16-24 year olds on Universal Credit who are at risk of long-term unemployment.
- Advice First Aid is a project to deliver advice on first aid in the community, particularly at food banks.
- Private Renting Sector is a Big Lottery funded pilot project working in partnership with Pro Bono Communities to train law students to provide telephone advice to clients with issues relating to renting homes from private sector landlords.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Tangible Fixed Assets	3,192	-	3,192	3,326
Current Assets	1,527,630	29,497	1,557,127	1,099,840
Creditors due within one year	(82,707)	-	(82,707)	(183,075)
Creditors due in more than one year	(1,404)	-	(1,404)	(884)
Pension Asset / (liability)	-	-	-	570,000
Total	1,446,711	29,497	1,476,208	1,489,207

18. PENSIONS AND OTHER POST RETIREMENT BENEFITS

The charity formerly operated a Defined benefit pension scheme through the London Borough of Haringey Local Government Pension Scheme (LGPS). Haringey Citizens Advice Bureaux ceased as an employer in the London Borough of Haringey Pension Fund on 30 June 2021, and the Borough instructed independent actuaries to carry out a final cessation valuation of the pension fund at this date.

These calculations have been prepared in accordance with the Pensions Technical Actuarial Standard adopted by the Financial Reporting Standard. The assumptions used in order to calculate the cessation surplus of £608,000 are listed below.

Principal actuarial assumptions used were as follows:

	30 June 2021	2021
Discount rate	1.2%	1.95%
Future Salary Increases	3.3%	3.85%
Future Pension Increases	2.3%	2.85%

The mortality assumptions for longevity (in years) on retirement at age 65 are:

	Current pensioners	Future pensioners
Males	21.7 years	23.2 years
Females	23.9 years	25.8 years

The amount that each major class of pension plan asset constitutes of the fair value of the total plan assets was as follows:

	30 June 2021	31 March 2021
Equities	-%	68%
Bonds	-%	21%
Property	-%	10%
Cash	-%	1%

The actual return on scheme assets from 1 April 2020 to 31 March 2021 were 22.2%. The total returns to 30 June 2021 were 24.3%.

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

18. PENSIONS AND OTHER POST RETIREMENT BENEFITS (CONTINUED)

The total cost recognised in the period was as follows:

	Year to 31 March 2022 £	Period to 30 June 2021 £	2021 £
Interest on obligation (Note 11)	-	-	(57,000)
Expected return on scheme assets (Note 11)	-	-	67,000
Current service cost (Note 11)	-	-	(41,000)
Total cost recognised within (Note 11)	-	-	(31,000)

Movements in the present value of the defined benefit obligation were as follows:

	Year to 31 March 2022 £	Period to 30 June 2021 £	2021 £
Opening defined benefit obligation	2,982,000	2,982,000	2,484,000
Interest cost	-	-	57,000
Contributions by scheme participants	-	-	7,000
Current service cost	-	-	41,000
Actuarial (gains) / losses	255,000	255,000	495,000
Benefits paid	-	-	(102,000)
Movement on Cessation	(3,237,000)	-	-
Closing defined benefit obligation	-	3,237,000	2,982,000

Changes in the fair value of scheme assets were as follows:

	Year to 31 March 2022 £	Period to 30 June 2021 £	2021 £
Opening fair value of scheme assets	3,552,000	3,552,000	2,906,000
Expected return on assets	-	-	67,000
Actuarial (losses) / gains	293,000	293,000	578,000
Contributions by employer	-	-	96,000
Contributions by scheme participants	-	-	7,000
Benefits paid	-	-	(102,000)
Movement on Cessation	(3,845,000)	-	-
Total	-	3,845,000	3,552,000

CAH's funding position as at the cessation date is set out below:

	Final Cessation Results at 30 June 2021 £'000
Liabilities:	
Active	-
Deferred	924
Pensioner	2,313
	3,237
Assets	3,845
Surplus / (deficit)	608

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

18. PENSIONS AND OTHER POST RETIREMENT BENEFITS (CONTINUED)

Amounts for the current and previous four periods are as follows:

	2022 £	2021 £	2020 £	2019 £	2018 £
Defined benefit obligation	(3,237,000)	(2,982,000)	(2,484,000)	(2,820,000)	(2,665,000)
Scheme assets	3,845,000	3,552,000	2,906,000	3,104,000	2,952,000
Net asset/(liability)	608,000	570,000	422,000	284,000	287,000
Cessation Surplus	(608,000)	-	-	-	-
Experience adjustments on scheme assets	-	578,000	(275,000)	74,000	64,000

19. OPERATING LEASES

At 31 March 2022 the total of the Charity's future minimum lease payments under non-cancellable operating leases for land and buildings are as follows:

	2022 £	2021 £
Amounts payable:		
Within 1 year	18,000	18,000
Between 1 and 5 years	-	-
Total	18,000	18,000

20. RELATED PARTY TRANSACTIONS

There were none identified.

21. FINANCIAL INSTRUMENTS

At the balance sheet date the Charity held the following:

	2022 £	2021 £
Financial assets		
Financial assets measured at cost:		
Cash at bank and in hand	1,421,683	1,085,875
Financial assets measured at amortised cost:		
Other debtors	-	-
Trade debtors	129,479	5,582
	1,551,162	1,091,457
Financial liabilities		
Financial liabilities measured at amortised cost:		
Trade creditors	-	-
Other creditors	10,035	9,652
Other taxation and social security	19,060	53,506
Obligations under finance leases	2,873	3,370
	31,968	66,528

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

22. OBLIGATIONS UNDER FINANCE LEASES

	2022 £	2021 £
In less than one year	1,469	2,486
In one year or more but less than two years	468	884
In two years or more and less than five years	936	
In five years or more	-	-
Total	2,873	3,370

The obligations under finance leases are repayable by equal instalments. Finance leases relate to a photocopier and franking machine. The lease agreements do not include any contingent rent or restrictions.

23. TAXATION

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

24. CAPITAL COMMITMENTS

The Charity had no capital commitments as at 31 March 2022 (2021: Nil).

25. ANALYSIS OF CHANGES IN NET DEBT

Analysis of changes in net debt:

	At 1 April 2021 £	Cash Flows £	Non-Cash Movements £	At 31 March 2022 £
Cash and Cash Equivalents	1,085,875	335,808	-	1,421,683
Loans Due in One Year	-	-	-	-
Loans Due After One Year	-	-	-	-
	<u>1,085,875</u>	<u>335,808</u>	<u>-</u>	<u>1,421,683</u>

Accounts

Company registration number: 03501846
Charity registration number: 1069301

HARINGEY CITIZENS ADVICE BUREAUX
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

HARINGEY CITIZENS ADVICE BUREAUX

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HARINGEY CITIZENS ADVICE BUREAUX

CHARITY REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2021

Trustees

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served from 1 April 2020 up to the date of approval of these financial statements were as follows:

Andy Love
Gloria Saffrey-Powell
Sean O'Donovan – Vice Chair
Richard Warner
Rachel Williamson – Treasurer
Stephanie Pilling
Kaya Chatterji
Lorna Reith – Chair
Laura Payne
Ben Tovey
George Dunstall
Giselle McGowan
Chloe Hedman (appointed 26 April 2021)
Andrew Godfrey (appointed 26 April 2021)

Company registration number

03501846

Charity registration number

1069301

Registered office

20E Waltheof Gardens
London
N17 7DN

Bureau address:

Waltheof Gardens Citizens Advice
20E Waltheof Gardens
London
N17 7DN

Chief Executive and Company Secretary

Daniel Blake

Independent auditors

Beever and Struthers
Chartered Accountants & Business Advisers
15 Bunhil Row
London
EC1Y 8LP

Bankers

The Co-operative Bank plc
1 Balloon Street
Manchester
M60 4EP

HARINGEY CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their report and the financial statements for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) published in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102).

Structure, Governance and Management

The company is limited by guarantee, governed by its memorandum and articles of association dated 30 January 1998 and last amended on 6 October 2011, and registered under the number 03501846. The company is registered as a charity under the number 1069301. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Citizens Advice Haringey operates under the membership umbrella of Citizens Advice (CABx) who provide the framework for standards of advice and casework management. Citizens Advice Haringey (CAH) co-operates and liaises, on behalf of its clients, with a number of advice agencies in the borough, local charities, the Health Authority and Council services.

The affairs of Citizens Advice Haringey are governed by the Board of Trustees who meet at least four times a year. The members of the charity are individuals companies or organisations who are interested in furthering the work of the charity and who are not paid, or volunteer workers of the charity. Each member has one vote.

The ordinary membership, as well as the make-up of the Trustee Board, is reviewed annually prior to the Annual General Meeting. We carry out a skills audit and an assessment of the diversity of the Board. This is followed by a recruitment campaign for both ordinary members and potential Trustees. This is done using our extensive network across the local voluntary and community sector as well as specialist agencies.

New Trustees

The Board appointed two new trustees, Andrey Godfrey and Chloe Hedman, on 26 April 2021.

Board of Trustees

The members of the Board of Trustees perform the role of directors in company law and are the Trustees in charity law. Those who served during the year, except where indicated, are listed on page 3.

We would like to thank our Trustees for the dedication and commitment they have given over the years.

Organisational Structure

A Trustee Board, of currently thirteen members, administers the charity. They meet four times per year with additional quarterly meetings of the sub-committees for Finance, Health and Safety, Quality and Human Resources. The Chief Executive of the organisation has been appointed by the Trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the Trustee Board in line with the Business Development Plan and are reviewed at least annually. The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the Trustee Board. Reports and recommendations are then taken to the full Board for approval, and their implementation is organised by the Chief Executive and the staff team.

There are regular staff, volunteer and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and Stakeholders.

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

The Arrangements for Setting the Pay and Remuneration of Key Management Personnel

The Trustees consider that the Board of Trustees and the Senior Management Team (SMT) comprise the Key Management Personnel of the charity.

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 notes 9 and 20 to the financial statements. The charity's Senior Management Team are all paid in accordance with a published scale of grades using NJC scales which are extensively used in the voluntary sector.

Any increases to these published grades would be debated and approved by the Trustee Board. The Chief Executive submits a proposal for staff salaries during the budget process; the Chief Executive's salary is reviewed and approved by the Trustee Board separately but in line with the policy set out above.

An annual review of the existing pay scales is undertaken and a decision taken as to whether or not the charity implements the proposals made by the Chief Executive and the Trustee Board. The criteria to establish whether or not uplift should be implemented will include the financial stability of the charity and its main income streams, the trend with regard to pay increases witnessed within the appropriate operating environment (e.g. trends within similar sized voluntary sector organisations) and the current national average pay increase levels.

Related Parties

In addition to its membership of Citizens Advice, the charity also cooperates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Objectives, Activities and Achievements

The objectives for which the charity was established as defined in the Articles of Association are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty and distress.

CAH helps people get the support they need and enables them to manage their lives better in times of crisis. Life is complicated and things can go wrong for all of us. CAH's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

CAH seeks to put the customer at the heart of everything we do. We are committed to a community centred approach that recognises our customers, local community, social and faith networks as assets, not people with problems.

We also emphasise the importance of early intervention and prevention, seeking to understand and act on the underlying causes of demand for our services and tackle preventable systemic failure.

The policies that have been adopted to achieve this aim are as follows:

- To follow the policies and guidelines set down by Citizens Advice.
- To develop an effective front-line advice service by harnessing a local diversity of volunteers and training them to a high standard.
- To complement and support bureaux based services through a network of outreach advice sessions and managerial and administrative resources.
- To control financial operations by the use of a Business Development Plan and Budget.
- The setting up of sub-committees to further particular aspects of the charity's activities and responsibilities, including health and safety, finance, human resources, quality and campaigns and research.

Information, Advice and Guidance:

Citizens Advice Haringey (CAH) in partnership with two subcontractors (Vibrance and Public Voice) deliver the Information, advice and guidance contract to residents and those who work in Haringey.

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TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2021

The service model puts more emphasis on working within the communities, providing better access for clients, increased self-help and digital methods.

The aims of the service are to:

- Deliver a universal, comprehensive and quality assured information, advice and guidance offer to improve the capacity of all residents in Haringey to manage their needs independently of the Council, and to access the right support at the right time, with a focus on early help and prevention.
- Build the capacity of individuals to manage their own information, advice and guidance needs and resolve similar issues themselves in the future.
- Build peer and community support around information, advice and guidance through community-led initiatives.

The new objectives of the service are:

- To increase access to information, advice and guidance by delivering the offer within a range of community-based hubs across Haringey through different channels including digital and telephony.
- To provide targeted information, advice and guidance at key points in people's lives to prevent crises.
- To provide 'pop-up' opportunities within Haringey in order to increase access to information, advice and guidance in relation to the issues mentioned above at times of need or in such places as need has been identified.
- To provide access to information, advice and guidance for people who live or work in Haringey in light of changes to the various health, social care, housing, welfare and tax benefit systems.
- To identify any service-user needs in addition to information, advice and guidance early, ensuring referral to appropriate services, as required as part of the Prevention, Early Help and Intervention approach.
- To provide sign-posting and guidance in relation to accessing further support in relation to the above issues.
- To offer culturally specific information, advice and guidance, as required.
- To provide and maintain the information and advice service where the content includes:
 - The care and support system locally and how it works
 - Choice of types of care and support and choice of providers
 - How to access the care and support that is available
 - How to access independent financial advice on care and support
 - How to raise concerns about the safety, health and or well-being of a child, young person or adult

During the financial year Citizens Advice Haringey saw nearly 10,000 individual clients, and 39% of those were disabled and/or were suffering from a long-term health condition. The top three issues people sought help with were housing, welfare benefits, debt, and employment. We have seen an increase throughout the year in those seeking help with mental health issues which have a bigger impact on their daily life.

Our successes have included financial gains for our clients amounting to £1,558,167, including benefit appeals and charitable applications for individual support.

Objectives for the Year and Public Benefit

The charity's objectives are to promote any charitable purpose for the benefit of the community in Haringey, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

CAH's aims are to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to provide the advice people need for the problems they face and to improve policies and practices that affect people's lives.

We review our aims, objectives and activities on a regular basis. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It looks at the success of each key activity and the benefits to

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those groups of people we are here to help and it also helps us to ensure our aims, objectives and activities remain focussed on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set. Our key objectives are:

Objective 1: Make access to advice and information easier

- Ensuring good access to a service which best suits client's needs across the range of subjects
- Be able to move seamlessly between face to face, phone and digital services without repeating themselves
- Provide tailored help that meets their needs, with clear action plans every time
- Book appointments at a time that suits them, increasing opening times to evenings and Saturday mornings
- Review systems and service models each year to ensure the service is still meeting needs and demand, especially in light of changes in the operating environment
- Evaluating community based services to ensure gaps are identified and met
- Proactively monitor and assess emerging needs in order to ensure we respond and change to provide services that are relevant and focussed on the needs of the people of Haringey
- Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number
- Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice

Objective 2: Work with Citizens Advice to provide One Service

- Citizens Advice membership package to be reviewed annually
- Ensure that policies are implemented so that we remain in a strong position to pass our next audit
- Monitoring and assessing the service we provide to ensure and improve quality
- Maintaining external quality accreditation to provide evidence to our funders and clients that we use our resources effectively and offer a high quality service, which is excellent value for money
- Benefit from lessons learned and shared across the Citizens Advice service
- Ensure the Leadership self-assessment enables CAH to ensure that our local Citizens Advice is well run and delivering high quality services

Objective 3: Be more sustainable for the future

- Diversify our funding streams to ensure less reliance on statutory funding to deliver our core objectives
- Continue links with key partnerships and identify joint funding bids that can be submitted
- Understand the outcomes we achieve, and see services changed accordingly
- Use reliable, fast and intuitive technology
- See us repeatedly win local contracts based on quality and value for money
- Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible
- Explore joint working with other Citizens Advice offices in close locality
- Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations
- Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services

Objective 4: Be more influential

- Engage more in campaigning for change in furtherance of Citizens Advice aims and objectives
- Continue to monitor work and carry out local campaigns as within the campaign and research plan
- Ensure the opportunity to campaign for change on the issues affecting local people or those they care most about

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Objective 5: Be a stronger equality champion

- Have discrimination issues consistently identified and acted upon
- See our local communities better reflected in our service
- See our equality influence working in an impactful way
- Ensure that new staff and volunteers are fully engaged in campaign work

Objective 6: Support an efficient staff and volunteer structure

- Support an efficient staff and volunteer base to provide high quality services across Haringey's community
- Explore further e-learning and other methods to ensure that staff and volunteer training needs are met
- Continue with system of annual appraisals for all staff and volunteers to identify training needs and assess how effectively these have been met
- Continue with performance management systems reviewing on an annual basis

Review of Activities and Achievements 2020-2021

This year has been the most challenging year in our history due to the Covid-19 pandemic. For the whole year services have been provided on a remote basis and we have seen a continued rise in the number of people seeking help locally.

Citizens Advice Haringey provides the main gateway to advice and other services for local people. We offer general advice on welfare benefits, money/debt, housing, employment, consumer rights, immigration, family and personal matters, providing general advice on discrimination across all areas.

Our aim is to provide a high quality service for as many clients as possible, focussing on those most in need. Recognising that we are unlikely to meet all demand for our service, and where possible seeking to work in partnership with other organisations, professionals and community groups to deliver our services.

We emphasise the importance of early intervention and prevention, seeking to understand and address the underlying causes of demand for our services by tackling preventable systemic failure.

As an organisation heavily reliant on volunteers to deliver services, Citizens Advice Haringey offers a range of volunteering opportunities, recognising the value in each member of our community.

Our work in Haringey strives to significantly help some of the most vulnerable people in the borough. We provide accessible services to meet clients' needs, spread throughout the borough through our various projects and outreach services. This year we faced extraordinary events with the Covid-19 pandemic and subsequent lockdown that occurred just prior to the end of the year. As of the 19th March all services offered by CAH moved to a remote basis with a telephone access point.

During the pandemic we have continued to run the Help to Claim Service. This provides support for anyone claiming universal credit up until the first correct payment is received. This service is funded by the Department for Work and Pensions via Citizens Advice. We have delivered this service in partnership with both Tottenham and Wood Green JobCentre Plus.

We have been delighted to work in partnership with Haringey Council as part of the Connected Communities service during the pandemic enabling vulnerable people in the borough to access food, prescriptions and other support during the pandemic.

Our Crutch project continued to help those in crisis situations during the pandemic by providing a variety of ongoing support and enabling clients to avoid future crises. Working with partners we have established a distribution network for food provision to enable those who are unable to reach a food bank to access food.

We have continually reviewed and monitored services, making changes to improve client experience and ensure that our service quality is compliant with the Citizens Advice membership standards.

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The key statistics collected from our advice related activities over the reporting period 2020-2021 were:

- We dealt with 15,823 activities by telephone and email, as well as assisting other clients with on-going cases.
 - 16,207 issues were addressed, but again some people had more than one issue.
 - Financial gains for these was £1,558,167.
- The gender split of our clients was 59% women and 41% men
- Of those clients whose disability and health status was recorded:
 - 39% of clients were disabled and/or had long-term health problems
 - The two most commonly recorded types of disability were long term health conditions (45%), and those with a mental health condition (19% of disabled clients).
- The breakdown of ethnicity and nationality of our clients was:
 - 44% of clients were from black, Asian and minority ethnic (BAME) backgrounds
- The age range of our clients was:
 - 83% of our clients were aged 25-64
 - 9% aged 65 or over
 - 8% aged under 25

The Trustee Board

The Trustee Board has continued to provide strong governance, meeting regularly, discussing policies and procedures and making and approving decisions on major governance issues. The Board has been strong on financial stewardship and encouraged greater fundraising activity to ensure the sustainability and further development of the organisation.

The Finance, Human Resources, Health and Safety, Quality and Campaign and Research sub committees have continued to meet regularly in order to ensure organisational compliance and development.

The ordinary membership as well as the makeup of the Trustee Board is reviewed annually prior to the Annual General Meeting.

The Board discusses policies and procedures and makes and approves decisions on major governance issues. It also ensures that there is an appropriate strategic plan and that this is being carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive and then to the members of the management team. The management team meets regularly. There are three subcommittees of the Board, Finance, HR, health and safety, quality and campaign and research and health and safety who meet quarterly, consider important issues and report to the main Board.

Trustees worked closely with the Chief Executive to develop the new Business Plan and to monitor progress in achieving previously agreed milestones outlined in the Business Plan.

Campaign and Research

Our twin and equal aims are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Therefore, we need to ensure that we maximise our ability to spot trends, highlight issues and provide a bank of evidence to influence present and future policies. It will continue to be a core aim of Citizens Advice Haringey and the Citizens Advice Bureaux family to provide evidence to support and stimulate debate, to campaign and lobby on key social policy issues, and to influence the policy makers and service providers. Citizens Advice Haringey continued to endeavour to influence policy in key areas of:

- Welfare Policy Research: Welfare benefits is our largest advice area, giving us clear insights into the way the system works and the challenges it poses. We continue to collect evidence and short reports to highlight the importance of income security in general, as well as the particular challenges it poses for certain groups. These

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include those on low incomes receiving in-work benefits, as well as disabled people and those with long-term health conditions. We were delighted to work with Haringey Council to bring in the introduction of a Local Welfare Assistance Scheme

- Consumer Policy Research: Covers regulated and unregulated markets allowing us to identify problems and draw comparisons about policies and practices. Consumer advice trends provide statistics on the number of consumer issues dealt with by our national network.
- Debt and Money Policy Research: Citizens Advice helps hundreds of thousands of people with debt and money problems each year giving us insight into how we can prevent money problems and help people to recover. Citizens Advice Haringey will continue to provide evidence to Citizens Advice.
- Energy Policy Research: Ensuring opportunities to make the energy market function better are not missed and consumers have good reason to become more confident and engaged. We continue to raise awareness through our Scam Awareness campaigns and Energy Week events.

We are committed to increasing the range, quality and quantity of our campaigns and research work so that we can take every opportunity to improve the lives of not only our clients but for all in Haringey. We regularly make contributions to local media aimed at addressing the needs of our community.

Partnerships & Business Development

Throughout this year the organisation has continued to develop new partnerships and to grow current ones. Currently we work with Vibrance, Public Voice, Mind in Haringey, DWP and Homes 4 Haringey, we are developing links with other organisations such as Bubic and Shelter.

We have continued working with Haringey Clinical Commissioning Group (CCG) and other health partners to ensure there is a coherent advice and information offer for people accessing health services.

Citizens Advice Haringey continues to work well with London & Quadrant Housing Trust providing the Pound Advice Project taking direct referrals from the Housing Association. Advice and assistance is provided to deal with rent arrears and benefit problems, reduce debt and maximise income.

Citizens Advice Haringey works in close partnership with Bridge Renewal Trust who are Haringey Council's Strategic Partner for the Voluntary and Community Sector (VCS). We aim to work together with the sector to contribute to local authority and health issues building a stronger partnership across Haringey. As part of the response to the pandemic CAH has been a key partner in the voluntary sector CEO group facilitated by Bridge.

We have enjoyed a fruitful partnership with Pro Bono Community - an organisation that provides volunteer placements for trainee solicitors. In addition to providing general volunteers we were delighted to work together on A Big Lottery funded project providing remote support and legal advice to residents of the borough living in Private Rented Sector accommodation.

Internal and External Factors

Maintaining external quality accreditation is essential for the charity. We passed our Leadership Self Assessment Verification visit scoring yellow, yellow. We continue to maintain our audit standards with systems for record checking, independent file reviews and support for staff and governance.

Future Developments

Citizens Advice Haringey aims to continually improve access to its service and to maintain a high quality service for as many clients as possible, focussing on those most in need and being innovative about methods of service delivery. We work in partnership with other local agencies both to prevent problems arising for clients and to help them resolve problems that have arisen. In order to achieve our objectives, we have the following plans for future work and developments:

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1. Access to our Service - Monitoring and Assessing the Service
 - Review systems each year to ensure the service is still meeting needs, especially in light of changes in the operating environment.
 - Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number.
 - Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice.
2. Maintain and Develop Excellent External Relationships
 - Continue links with key partnerships and identify what joint funding bids can be submitted.
 - Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations.
 - Look to develop further the links we have made within the local community and look to diversify our income streams.
3. Provide Support and an Efficient Staff Structure for Staff
 - Explore further e-learning and other methods to ensure that staff's training needs are met.
 - Continue with our system of annual appraisals for all staff to identify training needs and assess how effectively these have been met.
4. Increase Income
 - Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible.
 - Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services.
 - Further develop partnerships with other Haringey groups and neighbouring Citizens Advice so we are in a strong position for partnership bids.
5. Engage more in campaign and research
 - Continue to monitor work and carry out local campaigns where appropriate.
 - Continue to respond to national initiatives.
 - Ensure that new staff are fully engaged in campaign work.
6. Maintain External Quality Accreditation
 - Ensure that policies are implemented so that we remain in a strong position to pass our next audit.
 - Implement the new Citizens Advice Membership package.

Principal Risks and Uncertainties

The Board of Trustees reviews the major risks to which the charity is exposed through a series of risk assessments that also details mitigation strategies and is updated at least annually. Significant external risks to funding are taken into account in the charity's development strategies and business plans which allow for diversification of funding and activities. The Trustees continue to review the financial risks to which the organisation is subject due to the generally unfavourable economic climate and challenging funding environment. The Trustees believe that these and other risks will be mitigated by:

- A Board of Trustees with the necessary experience and competence to supervise all aspects of the operation of the charity.
- Regular Trustees' meetings with effective reporting to ensure proper review of operations.
- The establishment and maintenance of an effective and comprehensive system of internal control to ensure that the Trustees' financial responsibilities are properly discharged.
- Maintenance of good relations with core funders ensuring all obligations are met in accordance with instructions of funders.

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- Continuing efforts to seek alternative sources of funding in order to diversify risk and reduce reliance on specific funders.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety, equal opportunities, data protection, and adult and vulnerable adults protection legislation.

Financial Review

Income for the year ending 31st March 2021 totalled £1,399,623 a 4.3% increase from the previous year (2020: £1,341,488). Unrestricted income increased by 2.4% to £857,713 (2020: £837,842), however it decreased in relation to total income to 61.3% (2020: 62.5%). Restricted income increased by 7.6% to £541,910 (2020: £503,646).

Expenditure totalled £1,196,687 (2020: £1,230,708), creating a surplus of £202,936 for the year, before any actuarial gains/losses on the defined benefit pension scheme have been taken into account. This year, the change in the valuation of the pension obligation has had a significant impact on the unrestricted fund balance. The pension obligation moved from being a liability to an asset for the first time in 2017 and this year has seen a positive increase again to £570,000. The actuarial gain of £83,000 has increased the end of year unrestricted fund balance to £1,406,567 (2020: £1,174,327). The restricted fund balance at the end of the year was £82,640 (2020: £28,944), which puts the total funds held by the charity as £1,489,207.

Although the current unrestricted fund balance gives the perception of a charity in excellent financial health, it is worth noting the pension fund obligation, has previously been in substantial deficit (2010: -£1,020,823). Therefore, it is important not to view the increase in unrestricted fund as free reserves as it is likely they could be called upon to absorb the fluctuations in the pension obligation in the future.

Principal Funding Sources

The charity received funding from the Big Lottery, London Borough of Haringey, London & Quadrant Housing Trust and Department of Work and Pensions.

This funding was spent on providing generalist advice, primarily to the residents of the London Borough of Haringey, through the core gateway and appointment services at the bureaux and outreach services in health hubs and specialist projects.

We continue to pursue other funding opportunities as they arise, in accordance with our three-year funding strategy and our identified priorities.

Investment Policy

The Charity will continue to retain a prudent amount in reserves each year. Most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available and grants received in advance in short term bank deposits and deposit bonds.

Reserves Policy and Defined Benefit Pension Scheme Funding

The Board of Trustees has examined the charity's requirements for operational reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure excluding the expenditure on finite projects. This gives a target of around £400,000 in general unrestricted funds as a minimum. The Trustee Board also wish to set aside a general reserve for items such as investment in IT infrastructure of £40,000.

The present level of free operational reserves available to the charity of £833,241 excluding the pension asset/liability, is more than this target level. These figures are made up of the unrestricted reserves of £836,567 less the unrestricted fixed assets of £3,326. This excludes the adjustments required for future pension assets/liabilities and had they been included, the overall free reserves would have been £1,406,567.

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Trustees recognise this is an actuarial change to the financial position and will exercise great caution when making future plans based on these increased levels of reserves. The reduction in the pension deficit to a position of surplus is attributable to gains on underlying pension fund investments and there is no guarantee this can be maintained in the future as past changes have shown. When we consider the amount needed to protect against the fluctuations in the pension obligation and factor in the previous deficit amounts the range required is between £300,000 - £600,000.

The operational reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to appropriately manage the activities of the charity in the event of a temporary but significant drop in core funding. This is in line with general guidance on charities and not for profit organisations, and with three-month notice periods in contractual or service level agreements.

Although the strategy is to build operational reserves through planned operating surpluses, the Board of Trustees is well aware that it is unlikely that the target range can be reached for some considerable years due to constraints in funding and to the pension scheme situation. Recommendations made by actuaries to the Haringey Pension Scheme Board are generally geared to eliminating the deficit on the pension scheme over the longer term.

A plan had been agreed previously to increase contributions to the pension scheme over the next twenty years to eliminate the deficit there on. The pension deficit will only affect the reserves of the organisation if the charity's funders refuse to accommodate the increased contributions in the future funding which they provide. So far funders have not taken this position and annual budgets allow for the increased pension contributions and these are taken into account by the main funders on annual monitoring.

Statement of Board of Trustees' Responsibilities

The Trustees (who are also directors of Haringey Citizens Advice Bureaux 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 that give a true and fair view of the state of affairs of the charitable company, and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgments 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 operating.

The Trustees are responsible for keeping adequate accounting records that 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.

Statement of Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

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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.

Auditors

A resolution proposing that Beever and Struthers be re-appointed as auditors of the charitable company will be put to the Annual General Meeting.

Small Company Exemptions

The report of the Trustees has been prepared taking advantage of the small companies' exemption of section 415(A) of the Companies Act 2006.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

This report was approved by the Board of Trustees on 2 August 2021 and signed on its behalf by:



Lorna Reith
Chair

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2021

Opinion

We have audited the financial statements of Haringey Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities (incorporating the Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies in note 1. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for the audit of small entities, in the circumstances set out in note 8 to the financial statements, 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 Board of 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 Board of Trustees with respect to going concern are described in the relevant sections of this report.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2021

Other Information

The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Board of Trustees' Responsibilities set out on pages 13 and 14, the Trustees are responsible for the preparation of financial statements which 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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

HARINGEY CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2021

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

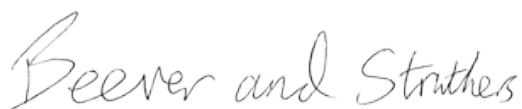
In identifying and addressing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of laws and regulations that affect the charitable company, focusing on those that had a direct effect on the financial statements or that had a fundamental effect on its operations. Key laws and regulations that we identified included the Companies Act 2006, Charities Act 2011, Charities Regulations 2008, tax legislation, health and safety legislation, and employment legislation.
- We enquired of the Trustees and reviewed correspondence and Trustee meeting minutes for evidence of non-compliance with relevant laws and regulations. We also reviewed controls the Trustees have in place, where necessary, to ensure compliance.
- We gained an understanding of the controls that the Trustees have in place to prevent and detect fraud. We enquired of the Trustees about any incidences of fraud that had taken place during the accounting period.
- The risk of fraud and non-compliance with laws and regulations and fraud was discussed within the audit team and tests were planned and performed to address these risks.
- We reviewed financial statements disclosures and tested to supporting documentation to assess compliance with relevant laws and regulations discussed above.
- We enquired of the Trustees about actual and potential litigation and claims.
- We performed analytical procedures to identify any unusual or unexpected relationships that might indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud due to management override of internal controls we tested the appropriateness of journal entries and assessed whether the judgements made in making accounting estimates were indicative of a potential bias.

Due to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing fraud or non-compliance with laws and regulations and cannot be expected to detect all fraud and non-compliance with laws and regulations.

Use of our report

This report is made solely to the charitable company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. 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 and the charitable company's Trustees as a body for our audit work, for this report, or for the opinions we have formed.



Beever and Struthers
Chartered Accountants
Statutory Auditor

15 Bunhill Row
London
EC1Y 8LP

Date: 27 September 2021

Beever and Struthers is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

HARINGEY CITIZENS ADVICE BUREAUX

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
INCOME AND ENDOWMENTS FROM:					
Donations	2	1,000	-	1,000	7,777
Charitable activities	4	855,612	541,910	1,397,522	1,332,683
Investments	3	851	-	851	1,028
Other		250	-	250	-
TOTAL INCOMING RESOURCES		857,713	541,910	1,399,623	1,341,488
EXPENDITURE ON:					
Charitable activities	5	708,473	488,214	1,196,687	1,230,708
TOTAL RESOURCES EXPENDED		708,473	488,214	1,196,687	1,230,708
NET INCOME / (EXPENDITURE)		149,240	53,696	202,936	110,780
TRANSFERS BETWEEN FUNDS	16	-	-	-	-
NET INCOME / (EXPENDITURE) BEFORE OTHER GAINS AND LOSSES		149,240	53,696	202,936	110,780
OTHER RECOGNISED GAINS / (LOSSES):					
Actuarial gains / (losses) on defined benefit pension schemes	18	83,000	-	83,000	88,000
NET MOVEMENT IN FUNDS		232,240	53,696	285,936	198,780
RECONCILIATION OF FUNDS:					
Total funds brought forward		1,174,327	28,944	1,203,271	1,004,491
TOTAL FUNDS CARRIED FORWARD	16	1,406,567	82,640	1,489,207	1,203,271

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

The notes on pages 21 to 35 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX
COMPANY REGISTRATION NUMBER: 03501846

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	£	2021 £	£	2020 £
FIXED ASSETS					
Tangible assets	12		3,326		8,713
CURRENT ASSETS					
Debtors	13	13,965		204,879	
Cash at bank and in hand		1,085,875		792,631	
		1,099,840		997,510	
CREDITORS: amounts falling due within one year	14	(183,075)		(221,853)	
NET CURRENT ASSETS			916,765		775,657
TOTAL ASSETS LESS CURRENT LIABILITIES			920,091		784,370
CREDITORS: amounts falling due after more than one year	15		(884)		(3,099)
NET ASSETS OR LIABILITIES EXCLUDING PENSION ASSET OR LIABILITY			919,207		781,271
Defined benefit pension scheme asset / (liability)	18		570,000		422,000
TOTAL NET ASSETS			1,489,207		1,203,271
CHARITY FUNDS					
Restricted funds	16		82,640		28,944
Unrestricted funds:					
Unrestricted funds		836,567		752,327	
Pension reserve		570,000		422,000	
Total unrestricted funds	16		1,406,567		1,174,327
TOTAL CHARITY FUNDS			1,489,207		1,203,271

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but the Trustees' have elected to have an audit under the Charities Act 2011.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The financial statements set out on pages 18 to 35 were approved and authorised for issue by the Board of Trustees on 2 August 2021 and were signed on their behalf, by:



Lorna Reith
Chair

The notes on pages 21 to 35 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flow from operating activities			
Net cash flow from operating activities	i	292,393	2,998
Cash flows from investing activities:			
Dividends, interest and rents from investments		851	1,028
Purchase of tangible fixed assets		-	(6,006)
Net cash provided by/(used in) investing activities		851	(4,978)
Cash flow from financing activities			
Repayments of borrowings		-	-
Net Cash provided by/(used in) financing activities		-	-
Change In cash and cash equivalents in the year		293,244	(1,980)
Cash and cash equivalents brought forward		792,631	794,611
Cash and cash equivalents carried forward		1,085,875	792,631
Note I			
Net movement in funds		285,936	198,780
Depreciation		5,387	5,722
Dividends and interest from investments		(851)	(1,028)
Decrease/ (Increase) in debtors		190,914	(68,746)
Increase/ (decrease) in creditors		(40,993)	6,270
Pension actuarial movement		(148,000)	(138,000)
Net cash inflow from operating activities		292,393	2,998

The notes on pages 21 to 35 form an integral part of these financial statements.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

1.1 General Information and basis of preparation

Haringey Citizens Advice Bureaux is a registered charitable company limited by guarantee (Charity number 1069301, Company number 03501846) with the Charity Commission and Registrar of Companies in England and Wales. 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. The address of the registered office is 20E Waltheof Gardens, London, N17 7DN. The nature of the Charity's operations and principal activities are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The Charity constitutes a public benefit entity defined by FRS 102. The financial statements have been prepared in accordance with Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

1.2 Funds

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.3 Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019. Further detail of the contribution of volunteers is given in the Trustees' Report.

Income from government and other grants and contracts is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

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

1.4 Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties that will result in the outflow of economic benefit. Expenditure on charitable activities includes all costs incurred on furthering the objects of the Charity.

Irrecoverable VAT is charged as an expense against the activity for which the related expenditure arose.

1.5 Support costs allocation

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include office costs, governance costs, administrative and payroll costs. They are incurred in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have allocated expenditure on charitable activities on the basis of staff time involved in the activity.

The analysis of these costs is included in Note 6.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.6 Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer equipment	33.33% Straight line
Other office equipment	20.00% Straight line

1.7 Debtors receivable and creditors payable within one year

Debtors are recognised when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Creditors are recognised when the Charity has a present legal or constructive obligation resulting from a past event and the settlement is expected to result in an outflow of economic benefits.

1.8 Provisions

Provisions are recognised when the Charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

1.9 Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Cash is held at cost. Other basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost using the effective interest method.

1.10 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

1.11 Employee benefits

The charity operates a defined benefit pension scheme and the pension charge is based on a full actuarial valuation dated 31 March 2021. Where a liability exists, the charity's obligations under the plan is recognised net of plan assets. The net change in the net defined benefit liability is recognised as the gain or loss of the defined benefit plan during the period. Pension plan assets are measured at fair value and the defined benefit obligation is measured on an actuarial basis using the projected unit method.

When employees have rendered service to the Charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity also operates a defined contribution pension scheme, contributions to which are expensed in the Statement of Financial Activities as they become payable.

1.12 Taxation

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

1.13 Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.14 Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

- Depreciation rates for tangible fixed assets
- Basis of valuation of financial instruments
- Pension scheme assumptions resulting in the valuation of the defined benefit scheme's assets and liabilities

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

2. INCOME FROM DONATIONS

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Donations	1,000	-	1,000	7,777

In 2020, of the total income from donations, £100 was unrestricted and £7,677 was restricted.

3. INCOME FROM INVESTMENTS

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Bank interest	851	-	851	1,028

In 2020 all income from investments was unrestricted.

4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
London Borough of Haringey				
Connected Communities (Communities First)	-	137,214	137,214	74,786
Information Advice and Guidance	816,000	-	816,000	816,000
Homeless Prevention Project	-	-	-	11,250
	816,000	137,214	953,214	902,036
Big Lottery				
Pro Bono Communities	-	25,646	25,646	-
Crutch	-	10,070	10,070	128,165
	-	35,716	35,716	128,165
London Communities				
London Community Response Fund	-	9,970	9,970	-
We Are Digital				
Pound Advice	32,424	-	32,424	18,204
Haringey Giving				
Haringey Together	5,000	-	5,000	-
Bridge Renewal Trust				
EU Settled Status	-	-	-	1,000
Citizens Advice				
Citizens Advice (Core)	2,188	359,010	361,198	283,278
Total	855,612	541,910	1,397,522	1,332,683

In 2020, of the total income from charitable activities, £836,714 was unrestricted and £495,969 was restricted.

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

5. EXPENDITURE FROM CHARITABLE ACTIVITIES

	Activities Undertaken Directly 2021 £	Support Costs 2021 £	Total Funds 2021 £	Total Funds 2020 £
Pro Bono Communities	15,482	2,487	17,969	-
BEIS Infrastructure	11,479	-	11,479	-
BEIS HMPT	7,767	2,487	10,254	-
London Communities	7,097	2,873	9,970	-
BEIS Innovation	19,586	5,414	25,000	-
We Are Digital	18,279	4,986	23,265	39,419
Help to Claim (CitA)	185,993	51,324	237,317	281,768
Homeless Prevention Project	-	-	-	14,250
Haringey Giving	5,000	-	5,000	-
General	180	-	180	-
Connected Communities (Community First)	106,182	31,033	137,215	74,785
Crutch	34,822	4,190	39,012	152,566
Information Advice & Guidance (IAG)	622,530	57,496	680,026	667,920
Total	1,034,397	162,290	1,196,687	1,230,708

Total support costs of £162,290 (2020: £238,689) are analysed in Note 6.

6. ANALYSIS OF SUPPORT COSTS

	2021 £	2020 £
Wages and salaries (including National Insurance and Pension)	113,857	111,922
Premises costs	31,714	35,668
Actual expenses	71,646	69,132
Staff & Volunteer	387	62,048
Governance costs	9,167	9,045
Other	519	874
Defined benefit pension net interest cost (Note 11)	(10,000)	(8,000)
Defined benefit pension service cost (credit)	(55,000)	(42,000)
Total	162,290	238,689

Total governance costs of £9,167 (2020: £9,045) are analysed in Note 7.

7. GOVERNANCE COSTS

	2021 £	2020 £
Trustees' indemnity insurance	-	-
Auditor's remuneration - audit of the financial statements	6,514	6,482
Auditor's remuneration - audit underprovision for 2020	481	-
Auditor's remuneration - preparation of financial statements	1,704	1,696
Legal and professional	13	848
Travel and subsistence	-	-
Training and conferences	-	-
Other	455	19
Total	9,167	9,045

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

8. NET INCOME / (EXPENDITURE) FOR THE YEAR

	2021 £	2020 £
Depreciation of tangible fixed assets: owned by the charity	5,387	5,722
Auditors' remuneration – Audit of the financial statements (inclusive of VAT)	6,995	6,482
Auditors' remuneration – Preparation of financial statements (inclusive of VAT)	1,704	1,696

In common with many other organisations of our size and nature we use our auditors to assist with the preparation of the financial statements.

9. KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Charity considers its key management personnel comprise;

The Trustees
Chief Executive
Finance Manager
Operations and Development Manager

The Trustees neither received nor waived any remuneration during the year (2020: £NIL).

The total amount of employee benefits received by other key management personnel is £144,634 (2020: £138,857).

The Trustees had £NIL expenses reimbursed during the year (2020: £23). No amounts were paid to Trustees to attend training courses (2020: £NIL).

10. STAFF COSTS AND EMPLOYEE BENEFITS

	2021 £	2020 £
Wages and salaries	804,251	793,244
Social security costs	69,734	71,744
Other pension costs	81,367	54,000
Total	955,352	918,988

No staff costs or employee benefits were paid by related parties.

No employees received total employee benefits (excluding employer pension costs) of more than £60,000 in 2021 (2020: none).

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

10. STAFF COSTS AND EMPLOYEE BENEFITS (CONTINUED)

The average monthly number of persons employed by the Charity during the year was as follows:

	2021 No.	2020 No.
Generalist advice	12	13
London Communities	-	-
Help to Claim	5	7
Pro Bono Communities	-	-
Connected Communities	3	1
We Are Digital	1	1
Crutch	-	2
BEIS	1	-
HPP	-	1
Support staff	2	2
Total	24	27

11. OTHER FINANCE INCOME / (COSTS)

	2021 £	2020 £
Expected return on defined benefit pension scheme assets	67,000	75,000
Interest on defined benefit pension scheme liabilities	(57,000)	(67,000)
Total	10,000	8,000

12. TANGIBLE FIXED ASSETS

	Computer Equipment £	Other Fixed Assets £	Total £
Costs			
At 1 April 2020	-	26,227	26,227
Additions	-	-	-
Disposals	-	(9,669)	(9,669)
At 31 March 2021	-	16,558	16,558
Depreciation			
At 1 April 2020	-	17,514	17,514
Charge for the year	-	5,387	5,387
Disposals	-	(9,669)	(9,669)
At 31 March 2021	-	13,232	13,232
Net book value			
At 31 March 2021	-	3,326	3,326
At 31 March 2020	-	8,713	8,713

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

13. DEBTORS

	2021	2020
	£	£
Trade debtors	5,582	194,150
Prepayments	8,383	8,094
Accrued income	-	2,635
Total	13,965	204,879

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Net obligations under finance leases and hire purchase contracts (Note 22)	2,486	2,486
Other taxation and social security	53,506	51,150
Other creditors	9,652	21,547
Accruals	117,431	146,670
Total	183,075	221,853

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2021	2020
	£	£
Net obligations under finance leases and hire purchase contracts (Note 22)	884	3,099
Obligations under finance leases and hire purchase contracts, included above, are payable as follows:		
In one year or more but less than two years	884	2,486
In two years or more and less than five years	-	613
In five years or more	-	-
Total	884	3,099

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

16. FUND RECONCILIATION

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers In / Out £	Gains / (Losses) £	Balance at 31 March 2021 £
Unrestricted Funds						
General funds	747,327	857,713	(773,473)	-	-	831,567
Property maintenance	5,000	-	-	-	-	5,000
Pension reserve	422,000	-	65,000	-	83,000	570,000
	1,174,327	857,713	(708,473)	-	83,000	1,406,567
Restricted Funds						
Pro Bono Communities	-	25,646	(17,969)	-	-	7,677
London Community Fund	-	9,970	(9,970)	-	-	-
BEIS Infrastructure	-	18,224	(11,479)	-	-	6,745
BEIS HMPT	-	20,000	(10,254)	-	-	9,746
Connected Communities	-	137,214	(137,214)	-	-	-
BEIS Innovation	-	25,000	(25,000)	-	-	-
Help to Claim	-	295,786	(237,317)	-	-	58,469
Crutch	28,944	10,070	(39,011)	-	-	3
	28,944	541,910	(488,214)	-	-	82,640
Total Funds	1,203,271	1,399,623	(1,196,687)	-	83,000	1,489,207

The Board of Trustees have designated funds for the following purposes:

- Property maintenance is to cover periodic maintenance on the rented property.
- Pension reserve which represents the defined benefit pension scheme liability.

The restricted funds are for the following purposes:

- The Pro Bono Communities project provided digital and remote advice to under 35's living in private rented accommodation across Haringey.
- The London Community Fund project works with at risk adults to provide crisis coordination and navigation services for those in crisis due to COVID-19.
- The Department of Business, Energy, and Industrial Strategy project enables the service to increase capacity to respond to the demand for advice arising from COVID-19.
- The Crutch project works with the most disadvantaged groups within Haringey.
- Help to Claim project assists people to navigate the Universal Credit system up to when they receive their first payment.
- Connected Communities (Communities First) provides advice, support and guidance to people at the earliest opportunity to prevent their problems from escalating.
- DWP Universal Credit project provided personal budgeting support for Universal Credit
- Homeless Prevention Project supported the implementation of the Homelessness Reduction Act in the borough of Haringey.

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
Tangible Fixed Assets	3,326	-	3,326	8,713
Current Assets	1,017,200	82,640	1,099,840	997,510
Creditors due within one year	(183,075)	-	(183,075)	(221,853)
Creditors due in more than one year	(884)	-	(884)	(3,099)
Pension Asset / (liability)	570,000	-	570,000	422,000
Total	1,406,567	82,640	1,489,207	1,203,271

18. PENSIONS AND OTHER POST RETIREMENT BENEFITS

The charity operates a Defined benefit pension scheme through the London Borough of Haringey Local Government Pension Scheme (LGPS). The Borough instructed independent actuaries to carry out a valuation of the pension fund at 31 March 2021. The Actuary has identified the charity's share of the schemes assets and liabilities which have been included within the Financial Statements.

These calculations have been prepared in accordance with the Pensions Technical Actuarial Standard adopted by the Financial Reporting Standard. The assumptions used in order to calculate the assets and liabilities of the scheme are listed below.

Principal actuarial assumptions used were as follows:

	2021	2020
Discount rate at 31 March	1.95%	2.30%
Future Salary Increases	3.85%	3.00%
Future Pension Increases	2.85%	2.00%

The mortality assumptions for longevity (in years) on retirement at age 65 are:

	Current pensioners	Future pensioners
Males	21.7 years	23.1 years
Females	24.2 years	26.0 years

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

18. PENSIONS AND OTHER POST RETIREMENT BENEFITS (CONTINUED)

The amount that each major class of pension plan asset constitutes of the fair value of the total plan assets was as follows:

	31 March 2021	31 March 2020
Equities	68%	56%
Bonds	21%	29%
Property	10%	14%
Cash	1%	1%

The actual return on scheme assets from 1 April 2019 to 31 March 2020 were (3.9%). The total returns from 1 April 2020 to 31 March 2021 were 22.2%.

The total cost recognised in the period was as follows:

	2021 £	2020 £
Interest on obligation (Note 11)	(57,000)	(67,000)
Expected return on scheme assets (Note 11)	67,000	75,000
Current service cost (Note 10)	(41,000)	(48,000)
Total cost recognised within (Notes 10 and 11)	(31,000)	(40,000)

Movements in the present value of the defined benefit obligation were as follows:

	2021 £	2020 £
Opening defined benefit obligation	2,484,000	2,820,000
Interest cost	57,000	67,000
Contributions by scheme participants	7,000	7,000
Current service cost	41,000	48,000
Actuarial (gains) / losses	495,000	(363,000)
Benefits paid	(102,000)	(95,000)
Closing defined benefit obligation	2,982,000	2,484,000

Changes in the fair value of scheme assets were as follows:

	2021 £	2020 £
Opening fair value of scheme assets	2,906,000	3,104,000
Expected return on assets	67,000	75,000
Actuarial (losses) / gains	578,000	(275,000)
Contributions by employer	96,000	90,000
Contributions by scheme participants	7,000	7,000
Benefits paid	(102,000)	(95,000)
Total	3,552,000	2,906,000

HARINGEY CITIZENS ADVICE BUREAUX

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

18. PENSIONS AND OTHER POST RETIREMENT BENEFITS (CONTINUED)

Amounts for the current and previous four periods are as follows:

	2021	2020	2019	2018	2017
	£	£	£	£	£
Defined benefit obligation	(2,982,000)	(2,484,000)	(2,820,000)	(2,665,000)	(2,667,000)
Scheme assets	3,552,000	2,906,000	3,104,000	2,952,000	2,845,000
Net asset/(liability)	570,000	422,000	284,000	287,000	178,000
Experience adjustments on scheme liabilities		-	-	-	-
Experience adjustments on scheme assets	578,000	(275,000)	74,000	64,000	428,000

19. OPERATING LEASES

At 31 March 2021 the total of the Charity's future minimum lease payments under non-cancellable operating leases for land and buildings are as follows:

	2021	2020
	£	£
Amounts payable:		
Within 1 year	18,000	18,000
Between 1 and 5 years	-	-
Total	18,000	18,000

20. RELATED PARTY TRANSACTIONS

There were none identified.

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

21. FINANCIAL INSTRUMENTS

At the balance sheet date the Charity held the following:

	2021 £	2020 £
Financial assets		
Financial assets measured at cost:		
Cash at bank and in hand	1,085,875	792,631
Financial assets measured at amortised cost:		
Other debtors	-	2,635
Trade debtors	5,582	194,150
	<u>1,091,457</u>	<u>989,416</u>
Financial liabilities		
Financial liabilities measured at amortised cost:		
Trade creditors	-	-
Other creditors	9,652	21,547
Other taxation and social security	53,506	51,150
Obligations under finance leases	3,370	5,585
	<u>66,528</u>	<u>78,282</u>

22. OBLIGATIONS UNDER FINANCE LEASES

	2021 £	2020 £
In less than one year	2,486	2,486
In one year or more but less than two years	884	2,486
In two years or more and less than five years	-	613
In five years or more	-	-
Total	<u>3,370</u>	<u>5,585</u>

The obligations under finance leases are repayable by equal instalments. Finance leases relate to a photocopier and franking machine. The lease agreements do not include any contingent rent or restrictions.

23. TAXATION

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

24. CAPITAL COMMITMENTS

The Charity had no capital commitments as at 31 March 2021 (2020: Nil).

HARINGEY CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

25. ANALYSIS OF CHANGES IN NET DEBT

Analysis of changes in net debt:

	At 1 April 2020 £	Cash Flows £	Non-Cash Movements £	At 31 March 2021 £
Cash and Cash Equivalents	792,631	293,244	-	1,085,875
Loans Due in One Year	-	-	-	-
Loans Due After One Year	-	-	-	-
	<u>792,631</u>	<u>293,244</u>	<u>-</u>	<u>1,085,875</u>