

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.

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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

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- 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

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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

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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.

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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.

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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

HARINGEY CITIZENS ADVICE BUREAUX

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

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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>