

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

CONTENTS

	Page Number
Charity Reference and Administrative Details	3
Trustees' Report	4 – 13
Independent Auditor's Report	14 – 16
Statement of Financial Activities (incorporating the Income and Expenditure Account)	17
Balance Sheet	18
Statement of Cash Flows	19
Notes to the Financial Statements	20 – 31

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		(468)		(2,974)
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	2023
	No.	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>

