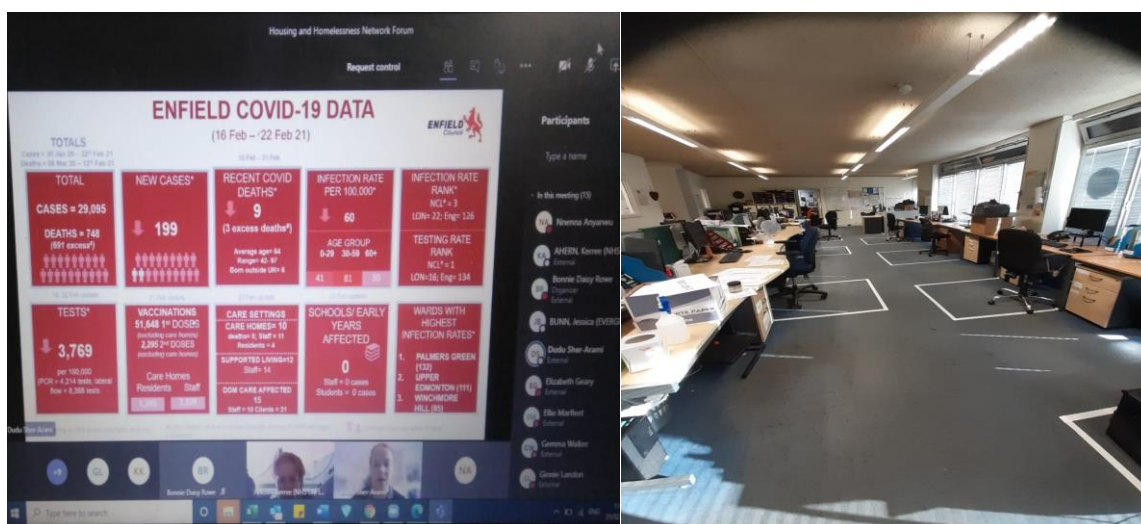




ANNUAL REPORT 2020-2021



www.citizensadviceenfield.org.uk

Adviceline: 0300 330 1167

Enfield Citizens Advice Bureau is a charity – 1072841 and a company – 3626139
Registered office – Unit 3, 5 Vincent House, 2e Nags Head Road, Enfield, EN3 7FN

We value diversity, promote equality and challenge discrimination

The Service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect peoples lives

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Message from the Chair



*Jeff Hopwood,
Chair of Trustees*

2020 was a very challenging year with the new Chief Executive Officer Nnenna Anyanwu starting at the same time as the COVID -19 pandemic hit its peak and we went into lockdown.



The nation went into lockdown on 20th March 2020 due to the pandemic and as such all our face-to-face services were moved to remote telephone and webchat service. Our staff team proved to be very resilient in coping with change and were set up and running to work from home within a week. As such this meant there was minimum disruption to the service delivered to the client.

In these challenging times we have had to review the way we work. We were able to secure some COVID funding from Trust for London which help to boost our IT capabilities and enable staff to have the right tools and software to continue to work remotely.

Our Help to Claim service saw record numbers of clients due to the COVID pandemic lockdowns and furlough scheme.

Unfortunately, one of the casualties of the COVID pandemic and all the lockdowns was the impact on the high street so the trustees took the difficult decision to close one of our charity retail shops as the losses were mounting due to the inability to trade during the lockdown.

The challenge for the trustees, going forward, is to ensure that we are able to maintain good governance, and the quality standards that the CA Enfield is known for, in this new remote way of working. In addition to this we have to



keep an eye on the emerging risks of cyber-crime and hacking, as more tasks are being done online. With the shops closing, we are working with the CEO to ensure the organisation is still able to source unrestricted funds and

remains in a strong sustainable financial position.

I am confident that we will be able to meet the challenges ahead as we have an experienced, strong and stable trustee board and workforce.

As always, I would like to thank my fellow trustees for their hard work in supporting the organisation. This year we said goodbye to trustee Councillor Huseyin Akpinar and we were pleased to welcome Councillor Ian Barnes in his place.

My most grateful thanks must go to all our staff and volunteers who work so hard and give so much of their time to meet the needs of so many local people. This was particularly evident in the middle of the crisis of the pandemic.

"The quality of your advisers was very good in my opinion. Very considerate and human, and I thank you for your help and continued support"



Treasurer's report

This year has been a positive year with regards to the financial position.

The net results for the year, shows a surplus of approximately £116k. It must be pointed that as always, the management continues to monitor cost to ensure that services are delivered in a cost effective manner. At the same time the organisation continues to seek other income streams for the provision of its services particularly as we had to close one of our shops.

Our reserves at the end of the year stands at approximately £591k which is 53% or 6 month's worth of operating costs. The board together with the CEO are working tirelessly to secure funding to enable us to carry on our work to meet our objectives particularly in this uncertain environment.

Message from the Chief Executive



*Nhenna Anyanwu,
Chief Executive Officer*

I started this year in the middle of the COVID pandemic and what a challenge that was indeed. Thanks to the dedication and resilience of the staff, volunteers and supervisors, the service was able to move almost seamlessly from face-to-face delivery to remote delivery by telephone and webchat.

As the same time, the demand for our service was at a record high with lots of anxious clients calling with pandemic related queries that were completely uncharted territory for our staff. Staff had to quickly get to grips with the legal implications of queries about furlough, COVID self-isolation, breathing space, moratorium on landlord actions, and other new terminology which came with the pandemic. However, that is one of the great joys of working for an organisation which helps with any kind of social welfare issue. Having started during the war, helping our clients get through many a challenge of the past, this too was something that the current staff took on and got to grips with quickly in order to help others find a way forward.

This year, the COVID pandemic and EU Settlement scheme created much additional work for our advisers. This was whilst learning new IT and telephony systems and keeping up to date with legislation.

"Citizens Advice is a great service. They are very professional and knowledgeable. I felt that I was really being listened to and not judged in any way. I would definitely use this service again in the future and would highly recommend to others."

We are indeed grateful that Enfield Council and all our funders stood by us and supported us through this challenging period whilst we modified and reviewed our service to ensure it was still accessible to all.

I would also like to thank all our staff and volunteers who have worked throughout this challenging period and in some cases risking their health to come to work in order to ensure the service and IT systems keep running. It has made my settling-in period much easier.

We are now trying to reimagine the future in the light of the pandemic in order to minimise any disruption in future especially as COVID has not gone away. Our service will remain a telephone triage 5 days a week with face-to-face appointments booked for the most vulnerable clients for whom telephone or webchat is not appropriate. We will also continue to build on our outreaches and increase our presence in the community.

Staffing and volunteers



Virtual Volunteers Week 2020 celebration

This year with the pandemic majority of staff worked from home. As the majority of our volunteers are retired many were either shielding or living with someone who was shielding. They were therefore not able or willing to return to the office to volunteer even after the lockdown was lifted. Throughout the year we had to work at half capacity due to the absence of volunteers, however we were still able to see more clients than in 2019/20. This is a testament to the dedication and resilient of the staff at the CAE who work as a great team, supporting each other.

We were able to complete the training of three apprentices who were successful in finding work with the DWP or went onto university

We also welcomed a PR / Research and Campaigns staff member who has been working building our social media presence.

We sadly had to say goodbye to some of our shop staff as one of our shops closed permanently due to poor trading resulting from the COVID pandemic lockdowns that happened during the year. As always, our appreciation goes to

Annual Report 2020-21

For
everyone,
for 80
years

all of our dedicated staff and volunteers, old and new, whether at our office in Ponders End or in our shops. Without all of them, we would not be able to deliver our vital services.



Summer picnic

I decided to volunteer because I spent most of my working life helping people in one way or another and wanted to continue helping in retirement

Our Projects

Our Projects

When we say we are here for everyone, whoever they are and whatever their problem, we mean it - and we recognise that people are individuals and not all the same. Our advice is for everyone but we design our services so they are proportionate to need, even where the numbers of people affected are small. In the last year, our role in society in helping people get through the pandemic was more important than ever and our overarching ambition remains the same as it always has been:

We give people the knowledge and the confidence they need to find a way forward – whoever they are, and whatever their problem.

During 2020-21 we delivered 22 different projects in order to meet the various vulnerabilities of our clients that presented to us. We have maintained our specialist disability, housing, and debt advice appointments as well as our health-related services for people affected by COVID, Cancer, TB and HIV. We started a new project , Life after Loss to respond to the challenges our clients faced as a result of COVID pandemic. This project provided intensive income maximisation, debt and housing advice to clients who were bereaved or had suffered from COVID or were unable to work due to COVID, Long COVID or when their family was affected by COVID. This project was delivered in partnership with Mind in Enfield who provided emotional support and bereavement counselling as we found that our clients were suffering from anxiety and depression brought about by the COVID crisis.

We also started a new service to provide benefits advice to clients who had been diagnosed with cancer. Through this cancer service we were also able to raise awareness of the importance of getting checked early during the COVID period particularly as research suggested that people were reluctant to contact their GP or go to hospital to get checked out of fear of contracting COVID.

An additional debt service started in April funded by Enfield Voluntary Action (EVA) to help clients who have council tax debt. Our housing advice was also very busy with 1,493 clients needing help.

Our Help to Claim service saw a record number of clients (3,030) as many people needed to claim benefits for the first time due to the pandemic. We saw more self-employed people and young people (under 30) who had been furloughed or lost their jobs, contacting us worried and unsure about how to go about claiming Universal Credit. We helped 1,970 clients with welfare benefits queries, appeals, etc.

Another area that saw a spike in demand was requests for Foodbank vouchers. Last year we advised 284 clients who needed 340 foodbank vouchers. We helped 185 clients with charity aid grants. This, along with the rise in enquiries from single parent families with queries around access and support arrangements for the children, highlighted to us the level of inequality that exists in our borough and how certain groups of people suffered badly from the impacts of COVID on their already fragile lives.

"I had used the services from CAB in this borough and another one, and I must say they have been able to sort out my problems a great deal for me. As a matter of fact I had managed to get debt free thanks to the advice and help from Citizens Advice Bureau . Extremely grateful."

Citizens Advice Enfield in the Community

Despite a difficult environment, we managed to retain regular services albeit remotely via telephone advice sessions at:

- Dugdale Centre for the Enfield Over 50s Forum, a drop-in for clients aged 50+ - Our thanks to the Over 50s Forum for their own fundraising efforts to retain the service!
- Ordnance Road Library drop-in funded by the RSA Trust
- The HIV Unit at North Middlesex University Hospital, which expanded from one to two days a week thanks to additional funding from the hospital
- Six children's centres across the borough
- Christian Action Housing Association - delivering debt advice for rent arrears
- North Enfield Foodbank
- Edmonton, Enfield, and Palmers Green JobCentres
- EU Settlement scheme which was delivered from the Edmonton library and at Vincent House funded by The Home Office with match-funding from Enfield Council

"Contacting CAB & the help they gave helped me out greatly, u can't put a price on peace of mind & that's what they did, made me feel I had someone there who cared & wanted to genuinely help me, thank you CAB".

Our achievements

"With the help I have been getting from Citizens Advice Bureau, I have been finding hope where I could feel that all hope was lost. I got to know much more information that I needed to know which I didn't know about. At the end of the day, all problems are solved, hope and life restored."

This year we helped **8,438** individuals, couples or families on **20,369** occasions and helped them to resolve **29,123** social welfare problems.

We helped clients to claim **£526,149** in unclaimed benefits and grants and to manage **£3,106,853** in debts.

This year, enquiries were dominated by:

- Money problems, especially related to benefits or debt
- Housing problems, homelessness or disrepair.
- Employment problems
- Requests for foodbank vouchers
- Coronavirus pandemic from March 2020

Another achievement mentioned earlier is the fact that in the middle of a pandemic we have been able to train 3 apprentices who have gone on to get jobs in the DWP or moved into higher education.

"Both of the gentlemen who saw my case were absolutely brilliant and took the time to go through everything with me. They did not let me go without making sure they have answered all of my questions and helped me understand everything I needed to. They were very helpful on what I had to do. "

Research and Campaigns - Prevention is better than Cure

Much of an adviser's time is spent helping people who have found themselves in severe difficulties. However, some of our work also has a preventative aspect. This includes the work that we do on research and campaigns, which helps us to monitor the impact of laws and policies on people's lives.

This year our research and campaigns officer participated in a number of national campaigns notably the Universal Credit £20 uplift, long delays in work capability assessments, clients excessive debt due to COVID -19. We have also carried out some local campaigns to raise awareness of cancer and the importance of getting checked and research into the social impact of COVID on our clients and their mental health

This year we participated in the COVID resilience board which was set up by the Council to ensure that there was a joined-up response to the COVID across the borough. We also participated in the Brexit preparedness group and the Housing & Homelessness forums.

We worked closely with the Housing Department on the roll-out of the Housing Allocations Scheme providing feedback on its impact. We assisted the Council's customer experience team to set up community hubs in libraries to improve communications with residents in the wake of the pandemic. We identified the challenges our clients have with the lack of digital skills to be able to access services which are all now online and shared our solutions and suggestions around video calling and scanning documents.

This year we also had the Research and Campaigns Working Group meeting and made a presentation at the Landlord Forum.

"I have never claimed benefits since starting work in 1970 - I am now ill and would not have been able to claim any benefits without the advice and help of Citizens Advice. I am still awaiting a tribunal for disability but would not have been able to get this far without their help - thank you for your advice and help "

From our research of our clients, we found that our clients have suffered multiple problems as a result of the COVID pandemic. Many of them suffered anxiety and depression, losing their jobs or the sole breadwinner to COVID. We developed our Life after Loss project as a result of these insights to provide additional support to residents.

3 in 5

*People found it easier to
manage day-to-day*

Looking forward to 2021-22

Looking forward to 2021-22

2021 onwards will be a challenging year as we work hard to recover from the aftershocks of COVID and begin to reshape and adapt our service to meet the new way of working and responding to the pandemic. We plan to invest more in technology in order to keep pace with the remote working, COVID secure client interviews, etc.

We will continue to encourage local people from EU countries to apply for settled status as the December 2020 deadline was extended to the 30th June 2021.

We are grateful for our funders who have continued to support us during the crisis and I know that 2021/22 will no doubt be full of different challenges.





Enfield

A SERVICE FOR THE COMMUNITY

OUR IMPACT IN THE COMMUNITY IN 2020/21

- 7 IN 10 PEOPLE FELT LESS STRESSED, DEPRESSED OR ANXIOUS
- 1 IN 2 HAD MORE CONTROL OF THEIR FINANCES
- FOR EVERY £1 INVESTED:-
- £22.12 IS GENERATED IN PUBLIC SOCIAL & ECONOMIC BENEFITS
- £17.43 IS GENERATED IN FINANCIAL VALUE E.G. BENEFIT INCOME
- £3.50 IN GOVERNMENT SAVINGS AND PUBLIC BENEFITS



Age range of our clients is between 15 to 94 years

- 62% of our clients are Female
- 32% of clients have a disability or long term health condition



People access us in different ways

- 75% by telephone
- 13% by webchat and email
- 12% Face to face

Our People and Projects



Citizens Advice Enfield has 40 registered volunteers and 35 staff providing advice and help to clients across 22 projects and outreach sites



THANK YOU

Citizens Advice Enfield would like to thank all those who have contributed to the service through their financial support, volunteering or supported the service in other ways. We would not be able to operate without your support:

Enfield Council

The National Lottery through the Big Lottery Fund

The Old Enfield Charitable Trust

The Mercers Company

Christian Action

Citizens Advice national office

The Mary Kinross Charitable Trust

Henry Smith Charity

Thames Water Trust Fund

RSA Trust

The Over 50s Forum

The PKJ Charitable Trust

Trust for London

The Home Office

Enfield Connections

North Middlesex Hospital

Power to Change

All our volunteers and staff

www.citizensadviceenfield.org.uk



ENFIELD CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)
No: 3626139

REGISTERED CHARITY NUMBER 1072841

TRUSTEES REPORT AND FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

ENFIELD CITIZENS ADVICE BUREAU
(A Company limited by guarantee)

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ENFIELD CITIZENS ADVICE BUREAU
(A Company limited by guarantee)

Directors and Trustees:		J G Hopwood (Chairman) R Choudhury C Byamukama M Rodin (Treasurer) J Hecker J B Steven (To 13 August 2021) A Chakraborty J P Daniel T Edghill A Shah E D Appleby J J Donnelly I D Barnes (To 13 August 2021)
Secretary and Chief Executive	-	N Anyanwu
Company Registration Number	-	3626139
Charity Registration Number	-	1072841
Registered Office	-	Unit 3 5 Vincent House 2e Nags Head Road Enfield EN3 7FN
Auditors	-	Liles Morris Ltd Chartered Accountants & Statutory Auditors First Floor 80 Coombe Road Surrey KT3 4QS
Bankers	-	Barclays Bank Plc CAF Bank
Website	-	www.citizensadviceenfield.org.uk

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Directors' and Trustees' Report for the year ended 31 March 2021

The trustees present their report and financial statements for the year ended 31 March 2021. The trustees, who are also the directors for the purposes of company law and who served during the year and up to the date of this report are set out on page 1. Citizens Advice Enfield, which is the operating name of Enfield Citizens Advice Bureau Service, is both a registered charity and a company limited by guarantee.

Structure, Governance and Management

Board of Trustees

The Board of Trustees reports to the Annual General Meeting of the Service. As at 31 March 2021 there were 13 Trustees who together with the Chief Executive meet at least four times per year to make decisions concerning the running of the service. The implementation of those decisions is delegated to the Chief Executive. The set up of the Board facilitates sub-committees to be created to make best use of the available skills, to ensure that strong governance structures and scrutiny are maintained. The number of Trustees shall not be less than three nor more than fifteen until otherwise determined by two thirds of the members present and eligible to vote at a General Meeting. The Trustees may from time to time appoint any member of the charity as a trustee, either to fill a casual vacancy or by way of addition to their number, provided the prescribed maximum be not thereby exceeded.

Volunteers

Citizens Advice Enfield has over 55 registered volunteers who are engaged in all aspects of providing advice and help to clients. Volunteers are integral to our work and we could not function without them. Volunteers are given comprehensive and extensive training and the opportunity of developing within the Service.

Working with Partners

Citizens Advice Enfield has been generously supported by various grant giving organisations, as well as individuals and others' donations. Particular mention must be made of the London Borough of Enfield which provides the key resources for the Service to continue its work. The Trustees are ever mindful of the trust that the Councillors place in the importance and quality of what we do within the Borough.

Trustee induction and training

New trustees are offered training and support in-house and are invited and encouraged to attend a series of short training sessions to familiarise themselves with the charity and the context within which it operates. These are held by Citizens Advice central offices in London.

Objectives and Activities

Objectives

The aims of the Citizens Advice nationally are:

- to provide the advice people need for the problems they face: and
- to improve the policies and practices that affect people's lives.

Citizens Advice Enfield aims to reduce inequality, deprivation and the lack of access to justice through a lack of knowledge of personal rights. We provide information, advice and educational services within the London Borough of Enfield. We believe everyone has the right to a fair chance to participate in society and we will exercise a responsible influence on the development of social policies and services, both locally and nationally.

Citizens Advice Enfield is an independent registered charity and a company limited by guarantee, and forms part of the nationally recognised Citizens Advice network, which consists of 300 local Citizens Advice offices in England and Wales. The service provided is free, confidential, impartial and independent. We are not affiliated to any political party, nor influenced by or connected to any local or central government department.

Activities

The Trustees have agreed that the following strategic objectives which are key to the development of the organisation:

Developing Access - The local Citizens Advice will seek to develop new ways of providing advice services to ensure that we are accessible to all. This will include advice at new outreach locations as funding allows.

Developing Sustainable Services - The service will seek to diversify funding to sustain advice services in a challenging economic environment.

Developing Partnership & Communication - The service recognises that the key to meeting the rising demand for advice is to strengthen existing partnerships and work proactively to develop new relationships and models of joint provision.

Developing Volunteers and Staff - The service will prioritise training of new and existing staff and volunteers so that clients can be assured of a continued high quality service.

Developing Funding Opportunities - The service will diversify its funding base so that we are less dependent on funding from statutory bodies. This will include diversifying by means of charitable trading.

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Directors' and Trustees' Report for the year ended 31 March 2021 (continued)

How activities deliver public benefit

Our main activities are described above. All our charitable activities focus on the provision of advice to the general public and are undertaken to further our charitable purpose for the public benefit.

Achievements and performance

Citizens Advice Enfield helped 8,438 people to resolve over 29,000 problems this year. Local people were helped to claim £516,711 in unclaimed benefits and to manage over £3.5 million debt.

Services were maintained and actually increased in a difficult climate with the COVID pandemic.

The service was moved to remote working from home for all staff and a large investment in IT technology was necessary to make this happen. Due to the COVID we were forced to close one of our two retail shops to save money. The excess stock was moved to our newly created online store.

Financial Review

Citizens Advice Enfield, like many other voluntary organisations, works hard to give value for money with the funding it receives and will always prioritise frontline services. Expenditure is regularly reviewed to ensure cost effectiveness. We continue to receive excellent support from Enfield Council and other funders and in the coming year will build on these solid foundations to explore new and innovative ways of funding and delivering services. The diversification is essential as local authority funding is expected to continue to be subject to significant pressure in the medium term. We are fortunate to have an outcome based strategic grant agreed for our core services from the council until 31 March 2023 and are well placed to bid for additional project work as new opportunities arise. This will allow us to continue to provide a high level of service and commitment to the local community in a difficult climate.

Reserves

The Trustees have reviewed the level of reserves, taking into account the changing financial climate for charities, specifically in terms of funding for services. The Trustees actively monitor Resources Expended to ensure services meet the required standards and also within the Incoming Resources available. Taking this into consideration, the Trustees deem it necessary to maintain temporarily a higher level of reserves than our usual three months reserve policy.

(Note: this decision has proved fortuitous given the COVID19 situation in 2020/21)

Risk Management

The Trustees have worked to identify and document the major risks which impact upon our work and have ranked these by likelihood and impact.

Planning for future periods

We have received further funding from Trust for London to develop the work started in 2019 on the housing policy and advice project which will be a major priority for the coming year. We will continue to invest in technology and training to ensure the service is able to respond to the new way of working post COVID 19. We will continue to develop our work advising and supporting residents with long COVID. We will work with Enfield Connections to provide disability advice services. We will be building on the retail shop's online store presence to ensure we are able to continue to diversify our funding base within the new post COVID environment.

Employee Involvement

It is the policy of Citizens Advice Enfield that training, career development and promotion opportunities should be available to all employees. An annual staff and volunteer satisfaction survey is carried out and monthly team meetings and daily short briefing sessions are held.

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Directors' and Trustees' Report for the year ended 31 March 2021 (continued)

Statement of Trustees Responsibilities

The trustees (who are also directors for the purpose of company law) are responsible for preparing the the Annual Report and the financial statements in accordance with applicable law and regulations

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgements and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Approval

This report was approved by the board of directors and trustees on 27 October 2021 and signed on its behalf by:

J Hopwood
Chairman/Trustee

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
ENFIELD CITIZENS ADVICE BUREAU**

(A company limited by guarantee)

Opinion

We have audited the financial statements of Enfield Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you, if in our opinion:

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
ENFIELD CITIZENS ADVICE BUREAU**

**(A company limited by guarantee)
(Continued)**

Matters on which we are required to report by exception (continued)

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees report and from the requirement to prepare a strategic report.

Responsibilities of the trustees

As explained more fully in the trustees responsibilities statement set out on page 4, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Understanding the legal and regulatory framework applicable to the entity and how the entity is complying with that framework;
- Laws and regulations identified as being of significance in the context of the entity;
- Assessment of the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our assessment taking into account the scope and nature of the entity's activities in the effectiveness of its control environment and compliance with the laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Alison Sanderson FCA
Senior Statutory Auditor, for and on behalf of
Liles Morris Ltd
Chartered Accountants & Statutory Auditors
First Floor
80 Coombe Road
Surrey
KT3 4QS

Date: 2021

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Statement of Financial Activities
For the year ended 31 March 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Incoming Resources						
Donations		7,038			7,038	2,468
Charitable Activities	2	412,072		720,139	1,132,211	884,423
Other Trading Activities	3	68,380			68,380	142,631
Government Grants - Job Retention Scheme		18,447			18,447	
Investment Income - Bank Interest		2,038			2,038	2,699
Other Income					-	9,055
Total incoming resources		507,975	-	720,139	1,228,114	1,041,276
Resources Expended:						
Charitable activities	4,5	507,852		604,543	1,112,395	1,000,370
Total resources expended		507,852		604,543	1,112,395	1,000,370
Net Income/(Outgoing) Resources before transfers						
		123	-	115,596	115,719	40,906
Transfers between funds					-	-
Net movement in funds/Net income/ (expenditure) for the year						
Balance brought forward at 1 April 2020		309,406	150,000	16,249	475,655	434,749
Balance Carried Forward	13	309,529	150,000	131,845	591,374	475,655

The notes on pages 10 to 16 form part of these accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Balance Sheet at 31 March 2021

	Notes	2021		2020	
		£	£	£	£
Fixed Assets					
Tangible assets	9		4,833		7,250
Current Assets					
Debtors	10	100,760		59,282	
Cash at bank and in hand		<u>692,673</u>		<u>603,124</u>	
		793,433		662,406	
Less Creditors: Amounts falling due within one year	11	<u>(103,740)</u>		<u>(122,774)</u>	
Net Current Assets			689,693		539,632
Total Assets Less Current Liabilities			<u>694,526</u>		<u>546,882</u>
Less Creditors: Amounts falling due after more than one year	12 & 15		(103,152)		(71,227)
Net Assets			<u>591,374</u>		<u>475,655</u>
Funds					
Unrestricted & Designated funds:					
Contingency funds			120,000		120,000
Designated funds			150,000		150,000
General funds			<u>189,529</u>		<u>189,406</u>
			459,529		459,406
Restricted fund	13		131,845		16,249
Total Funds	13		<u>591,374</u>		<u>475,655</u>

The financial statements are prepared in accordance with the special provisions applicable to companies subject to the small companies regime.

These financial statements were authorised by the Trustees on 27 October 2021, and were signed on their behalf by:

J Hopwood
Chairman/Trustee

M Rodin
Treasurer/Trustee

The notes on pages 10 to 16 form part of these accounts

ENFIELD CITIZENS ADVICE BUREAU

CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Net cash inflow/(outflow) from operating activities	16	87,511	48,590
Returns on investments and servicing of finance	17	2,038	2,699
Increase/(decrease) in cash in the period		<u>89,549</u>	<u>51,289</u>
Reconciliation of net cash flow to movement in net debt	18		
Increase/(decrease) in cash in the period		<u>89,549</u>	<u>51,289</u>
Movement in net debt in the period		89,549	51,289
Cash and Cash Equivalents at the start of the Year		<u>603,124</u>	<u>551,835</u>
Cash and Cash Equivalents at the end of the Year		<u>692,673</u>	<u>603,124</u>

The notes on pages 10-16 form part of the accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the accounts for the year ended 31 March 2021

1) Accounting Policies

(a) Basis of preparation

These financial statements have been prepared under the historical cost convention. The financial statements have been prepared in accordance with the 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 (FRS102) (effective 1 January 2015)-(Charities SORP (FRS102)), the Financial Reporting Standard applicable to the UK and Republic of Ireland (FRS102), and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transition value unless otherwise stated in the relevant accounting policy note(s)

The financial statements have been prepared on a going concern basis. In arriving at this conclusion the trustees have taken into account any material uncertainties that may affect the charity's ability to continue as a going concern. The period covered by this assessment is at a minimum level of 12 months from the date of the approval of the accounts.

(b) Incoming resources

Voluntary income including donations, gifts and grants that provide core funding or are of a general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods or services are provided). Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

(c) Resources expended

Resources expended are included in the Statement of Financial Activities on the accruals basis inclusive of VAT which cannot be recovered. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

(d) Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life as follows:

Fixtures, fittings and equipment - 25% on cost

(e) Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted funds.

(f) Pensions

The charity operates a defined contribution scheme.

Contributions to the scheme are based on applicable pension costs in the organisation taken as a whole. The pension charge recorded in the accounts is the amount of contributions payable in the accounting year.

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2021

(f) Pensions (Contd)

The organisation also participates in a multi-employer defined benefit pension scheme. Details to this are in note 15 and the annexe to the accounts.

(g) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(h) Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments in deposits or similar accounts.

(i) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2) Charitable Activities

	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
L.B. Enfield - Core	340,000		340,000	340,000
L.B. Enfield-HIV/Aids Project			-	33,912
L.B. Enfield - Brexit Project		35,000	35,000	48,000
L.B. Enfield - Disability Project		28,500	28,500	28,500
L.B. Enfield-Childrens Centre		45,000	45,000	45,000
L.B. Enfield - COVID 19 Fund	34,572		34,572	-
L.B. Enfield-Housing Project		24,999	24,999	-
The Mary Kinross Trust	36,500		36,500	7,500
National Citizens Advice-Energy		6,360	6,360	9,505
National Citizens Advice-Help to Claim		147,836	147,836	144,654
National Citizens Advice-Windrush Project		975	975	1,365
National Citizens Advice-BEIS		4,000	4,000	-
National Citizens Advice-Webchat		4,838	4,838	-
The Mercers Trust		14,000	14,000	14,000
Enfield Connections		31,000	31,000	48,198
Thames Water Trust		34,544	34,544	31,665
The Henry Smith Charity		40,000	40,000	-
Enfield Voluntary Action-Debt Advice		31,594	31,594	-
Enfield Voluntary Action-GP Outreach		40,000	40,000	-
RSA Trust		8,000	8,000	8,000
Big Lottery Fund Grant		27,295	27,295	27,295
Big Lottery Lottery -COVID 19 Response		9,051	9,051	-
PJK Trust		-	-	10,000
North Middx. Hospital-HIV Project		16,000	16,000	10,000
Christian Action		13,406	13,406	12,657
Home Office-Brexit Project		24,054	24,054	-
Home Office		-	-	8,000
Trust for London		25,000	25,000	24,000
Trust for London-COVID Response		9,580	9,580	-
Old Enfield Charitable Trust		17,000	17,000	17,000
Thomas Deane		7,000	7,000	-
Enfield Community Transport		7,608	7,608	2,392
Romeera Foundation		-	-	9,329
Over 50's Forum		-	-	2,575
Power 2 Change-Life After Loss		67,499	67,499	-
HMRC - JRS Grants	18,447		18,447	-
Other Grants	1,000		1,000	876

430,519	720,139	1,150,658	884,423
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ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2021

3) Other Trading Activities

	Unrestricted funds £	2021 Total £	2020 Total £
Charity Shop Income	68,380	68,380	142,631

4) Costs of charitable activities - by fund type

	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
L.B. Enfield - Core	394,791		394,791	339,359
L.B. Enfield-Childrens Centre		43,164	43,164	41,565
L.B. Enfield-Housing Project		20,520	20,520	-
L.B. Enfield - Disability Project		25,922	25,922	28,500
L.B. Enfield - Brexit Project		25,279	25,279	48,000
National Citizens Advice-Energy			-	4,812
National Citizens Advice-Help to Claim		147,569	147,569	143,754
National Citizens Advice-Windrush Project			-	1,365
Christian Action Housing		11,259	11,259	11,996
HIV/Aids Project		22,154	22,154	41,547
TB Project			-	7,500
Enfield Connections		31,000	31,000	48,198
Enfield Voluntary Action-GP Outreach		40,000	40,000	-
Enfield Voluntary Action-Debt Advice		15,310	15,310	-
Thames Water Trust		33,887	33,887	31,665
Romeera Foundation			-	11,539
Big Lottery Fund Grant		27,295	27,295	27,295
Big Lottery Lottery -COVID 19 Response		1,900	1,900	-
National Citizens Advice-Webchat		1,900	1,900	-
Trust for London-COVID Response		1,900	1,900	
Trust for London		25,000	25,000	24,000
RSA Trust		3,771	3,771	8,000
Charity Shop Operational Costs	113,061		113,061	128,883
The Henry Smith Charity		39,057	39,057	-
PJK Trust			-	7,549
The Mercers Trust		14,000	14,000	14,000
Over 50's Forum			-	2,575
Old Enfield Charitable Trust		17,000	17,000	17,000
Power 2 Change-Life After Loss		36,823	36,823	-
Home Office-Brexit Project		14,417	14,417	-
Home Office			-	8,000
Enfield Community Transport		5,416	5,416	2,392
Other Grants			-	876
	507,852	604,543	1,112,395	1,000,370

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2021

5) Costs of charitable activities - by activity

	Grant Funding/ Operational Services £	2021 Total £	2020 Total £
Core/Operational and General			
Advisory Services	381,595	381,595	335,418
Project Specific Advisory Services	604,543	604,543	522,095
Charity Shop Costs	113,061	113,061	128,883
Governance Costs (Note 6)	13,196	13,196	13,974
	<u>1,112,395</u>	<u>1,112,395</u>	<u>1,000,370</u>

6) Governance

	Unrestricted funds £	2021 Total £	2020 Total £
Auditors Remuneration	3,240	3,240	3,000
Accountancy Charges	9,760	9,760	8,750
Legal & Professional Fees	196	196	1,978
Meeting and AGM costs		-	246
	<u>13,196</u>	<u>13,196</u>	<u>13,974</u>

8) Staff costs

	2021 Total £	2020 Total £
Wages and salaries	760,680	728,831
Social security costs	62,503	52,487
Pension costs	55,348	16,436
	<u>878,531</u>	<u>797,754</u>

No employee received emoluments of more than £60,000 (2020: Nil). No trustee received any remuneration in respect of their role as trustee. The average monthly number of full time equivalent employees was 31 (2020: 30). This includes the CEO, four managers (2020: 4) and 26 Project & Support staff (2019: 25) The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £40,794 (2020: £45,883)..

9) Fixed Assets

	Fixtures, Fittings & Equipment £	Total £
Cost		
At 1 April 2020	81,972	81,972
Additions in year	-	-
At 31 March 2021	<u>81,972</u>	<u>81,972</u>
Depreciation		
At 1 April 2020	74,722	74,722
Charge for the year	2,417	2,417
At 31 March 2021	<u>77,139</u>	<u>77,139</u>
Net Book Value 31 March 2021	<u>4,833</u>	<u>4,833</u>
Net Book Value 31 March 2020	<u>7,250</u>	<u>7,250</u>

ENFIELD CITIZENS ADVICE BUREAU
Notes to the accounts for the year ended 31 March 2021

10)	Debtors	2021 £	2020 £
	Trade Debtors	49,632	11,675
	Other Debtors and Prepayments	51,128	47,607
		<u>100,760</u>	<u>59,282</u>

11)	Creditors: Amounts due within one year	£	£
	Trade Creditors	15,711	1,314
	Other Creditors	18,507	17,527
	Accruals and Deferred Income (Refer Note 19)	69,522	103,933
		<u>103,740</u>	<u>122,774</u>

12)	Creditors: Amounts more than one year	£	£
	Pension Liability (Refer Note 15)	103,152	71,227

13)	Restricted Funds	Movement of Resources		Transfer (to)/	
		Balance	Incoming	Outgoing	from
		01/04/2020			Unrestricted
		£	£	£	Funds
					Balance
					31/03/2021
					£
L.B. Enfield-HIV/Aids Project		2,365			2,365
L.B. Enfield - Childrens Centre		3,435	45,000	43,164	5,271
L.B. Enfield - Brexit Project			35,000	25,279	9,721
L.B. Enfield - Disability Project			28,500	25,922	2,578
L.B. Enfield - Housing Project			24,999	20,520	4,479
National Citizens Advice-Energy		4,693	6,360		11,053
National Citizens Advice- Help to Claim		900	147,836	147,569	1,167
National Citizens Advice - Windrush Project			975		975
National Citizens Advice-BEIS			4,000		4,000
COVID Response Grants			23,469	5,700	17,769
The Henry Smith Charity			40,000	39,057	943
Thames Water Trust		2,256	34,544	33,887	2,913
Christian Action		661	13,406	11,259	2,808
Enfield Community Transport			7,608	5,416	2,192
Power 2 Change-Life After Loss		-	67,499	36,823	30,676
Home Office-Brexit Project		-	24,054	14,417	9,637
RSA Trust		1,477	8,000	3,771	5,706
Big Lottery Fund Grant			27,295	27,295	-
Enfield Voluntary Action-Debt Advice			31,594	15,310	16,284
Enfield Voluntary Action- GP Outreach		-	40,000	40,000	-
Enfield Connections			31,000	31,000	-
Thomas Deane			7,000	7,000	-
The Mercers Trust			14,000	14,000	-
North Middx.Hospital-HIVProject			16,000	15,154	846
Trust for London		462	25,000	25,000	462
Old Enfield Charitable Trust			17,000	17,000	-
		<u>16,249</u>	<u>720,139</u>	<u>604,543</u>	<u>-</u>
					<u>131,845</u>

	Unrestricted Funds £	Designated Funds	Restricted Funds £	Total £
Tangible Fixed Assets	4,833			4,833
Net Current Assets	302,633	150,000	131,845	584,478
	<u>307,466</u>	<u>150,000</u>	<u>131,845</u>	<u>-</u>
				<u>589,311</u>

ENFIELD CITIZENS ADVICE BUREAU
Notes to the accounts for the year ended 31 March 2021

14)

Details of funds

Unrestricted Funds

The General Funds of the charity are for the provision of advice to clients in relation to their rights responsibilities and services available to them.

The Contingency Fund has been created for the purpose of reserving funds for emergencies and unforeseen expenditure.

Designated Funds

The Designated Fund was previously set up to provide for future expenses relating to premises and IT requirements.

Restricted Funds

HIV/Aids and TB Worker Fund - Specialist outreach advice at the North Middlesex Hospital and other community locations.

Childrens Centre - Advice and information to families with children under 5 years old.

National Citizens Energy Project - The provision of specialist support across London around energy savings issues

Thames Water - The provision of money advice to Thames Water customers.

RSA Trust - Outreach advice at Ordnance Road Library, North London General Advice.

National Citizens Advice Help to Claim - Support for people in the early stages of a Universal Credit claim, from application to first payment.

L.B. Enfield (Disability Project) - Advice for disabled people.

The Mercers Trust - Welfare advice for North Enfield Foodbank.

Old Enfield Charitable Trust (OECT) - Money and debt advice.

Big Lottery Fund Grant - Universal Credit claimants' advice on benefits and debt.

Trust for London - Housing advice.

L.B. Enfield (Brexit Project) - EU settlement and pre settlement application.

Other Projects and Operational Grants - A range of vital funding was received from charitable trust funders to contribute to various aspects of our work, including training for volunteers, support for our pro bono legal advice rota and money advice.

15)

Pension and other post retirement benefits

The charity participates in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which is a funded defined benefit arrangement.

The employers operate a defined benefit scheme in the UK. This is a separate trustee-administered fund holding the pension scheme assets to meet long-term pension liabilities. A full actuarial valuation was carried out at 31 March 2021 by a qualified independent actuary, based upon membership data as at 31 March 2019. sponsoring employer. The major assumptions used by the actuary and details of the scheme are in the schedules annexed to these accounts. The schedules do not form part of the audited financial statements. The annual contributions by Enfield Citizens Advice Bureau is £6,000. The liability to the organisation is as noted in Note 12 in the accounts.

ENFIELD CITIZENS ADVICE BUREAU
NOTES FORMING PART OF THE FINANCIAL STATEMENTS

Note

16 **RECONCILIATION OF THE NET (OUTGOING)/INCOMING RESOURCES TO NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES**

	2021	2020
	£	£
Net (outgoing)/incoming resources	115,719	40,906
Depreciation charges	2,417	2,416
Interest received	(2,038)	(2,699)
(Increase)/Decrease in debtors	(41,478)	(9,300)
(Decrease)/Increase in creditors	12,891	26,933
Fixed Assets Additions	0	(9,666)
Net cash inflow/(outflow) from operating activities	<u>87,511</u>	<u>48,590</u>

17 **ANALYSIS OF CASH FLOWS FOR HEADINGS NETTED IN THE CASH FLOW STATEMENT**

	2021	2020
	£	£
Returns on investments and servicing of finance		
Interest received	<u>2,038</u>	<u>2,699</u>
Net cash inflow for returns on investments and servicing of finance	<u>2,038</u>	<u>2,699</u>

18 **ANALYSIS OF CHANGES IN CASH AND CASH EQUIVALENTS**

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net Cash:			
Cash at bank	<u>603,124</u>	<u>89,549</u>	<u>692,673</u>
Total	<u>603,124</u>	<u>89,549</u>	<u>692,673</u>

19 **ANALYSIS OF DEFERRED INCOME**

	2021	2020
	£	£
(Grants received deferred over the life of the projects)		
Edmonton United Charity	12,072	12,072
Enfield Voluntary Action (EVA)		10,000
Thames Water Trust	3,664	3,664
L B Enfield - Training Matter	5,000	5,000
PJK Charitable Trust		-
Thomas Deane Trust		7,000
The Mercers Trust	7,000	7,000
L B Enfield - HUB/WASH	5,000	5,000
Enfield Community Transport		7,608
Power 2 Change - Life After Loss	7,501	
The Old Enfield Charitable Trust		4,250
RSA Trust	8,000	8,000
Enfield Voluntary Action-Benefits Advice	7,000	
Co-op Community Fund	2,674	2,674
Other Projects & Operational Grants	3,069	3,202

<u>60,980</u>	<u>75,470</u>
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FRS 102 disclosures for the 12 months ended 31 March 2021

Pension cost note

Citizens Advice ('the Principal Employer') operates a defined benefit scheme ('the Plan') in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions in force over the 2021/22 accounting year, the contributions to the Plan for the year ending 31 March 2022 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

A full actuarial valuation of the Plan was carried out as at 31 March 2021 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, as well as any actual transfers out or trivial commutations over the period.

The most recent formal actuarial valuation of the Plan was as at 31 March 2019 and revealed a funding deficit of £68,501,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,279,000 per annum with the view to eliminating the deficit by 31 March 2037.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 16 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

The major assumptions used by the actuary were (in nominal terms) as follows:

	As at 31/03/2021	As at 31/03/2020
Discount rate	2.10%	2.40%
Inflation (RPI)	3.30%	2.80%
Inflation (CPI)	2.80%	2.00%
Revaluation of deferred pensions in excess of GMP	2.80%	2.00%
Pension in payment increases of:		
- CPI or 5% p.a. if less	2.80%	2.00%
- CPI inflation since retirement or 5% p.a. compound if less	2.80%	2.00%
- CPI or 3% p.a. if less	2.50%	1.90%
Commutation of pension for cash at retirement	75% of HMRC maximum	75% of HMRC maximum

	As at 31/03/2021	As at 31/03/2020
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	21.2	21.2
Retiring today - Females	24.1	24.1
Retiring in 20 years time - Males	22.6	22.6
Retiring in 20 years time - Females	25.7	25.6

	Value at 31/03/2021 £000s	Value at 31/03/2020 £000s
The assets in the Plan were:		
Multi asset funds	72,995	61,086
Structured Equity	24,849	24,279
Cash	1,509	594
Fair value of Plan assets	99,353	85,959

The actual return on assets over the period was:	14,282	188
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Present value of funded obligations	161,415	140,310
Fair value of Plan assets	99,353	85,959
Surplus/(deficit) in funded scheme	(62,062)	(54,351)

Present value of unfunded obligations	0	0
Unrecognised actuarial gains (losses)	0	0
Adjustment in respect of asset ceiling and minimum funding requirement	0	0
Net liability in balance sheet	62,062	54,351

Reconciliation of opening and closing balances of the present value of the defined benefit obligation

	31/03/2021 £000s	31/03/2020 £000s
Benefit obligation at beginning of year	140,310	144,378
Current service cost	652	866
Interest cost	3,322	3,549
Contributions by Plan participants	0	0
Actuarial (gains)/losses	21,568	(2,823)
Benefits paid and expenses	(4,437)	(5,660)
Past service cost	0	0
Settlements	0	0
Business combinations	0	0
Exchange rate	0	0
Benefit obligation at end of year	161,415	140,310

Reconciliation of opening and closing balances of the fair value of Plan assets

	31/03/2021 £000s	31/03/2020 £000s
Fair value of Plan assets at beginning of year	85,959	88,882
Interest income on Plan assets	2,052	2,183
Return on assets, excluding interest income	12,230	(1,995)
Contributions by employers	3,549	2,549
Contributions by Plan participants	0	0
Benefits paid and expenses	(4,437)	(5,660)
Business combinations	0	0
Settlements	0	0
Exchange rate	0	0
Fair value of Plan assets at end of year	99,353	85,959

The amounts recognised in profit or loss:

	31/03/2021 £000s	31/03/2020 £000s
Service cost - including current and past service costs, and settlement	0	0
Service cost - administrative cost	652	866
Net interest on the net defined benefit liability	1,270	1,366
Total expense	1,922	2,232

Remeasurements of the net defined benefit liability (asset) to be shown in OCI:

	31/03/2021 £000s	31/03/2020 £000s
Actuarial (gains)/losses on the liabilities	21,568	(2,823)
Return on assets, excluding interest income	(12,230)	1,995
Changes in the effect of the asset ceiling excluding interest income	0	0
Total remeasurement of the net defined benefit liability (asset) to be shown in OCI	9,338	(828)

ENFIELD CITIZENS ADVICE BUREAU

(A Company Limited by Guarantee)
No: 3626139

REGISTERED CHARITY NUMBER 1072841

TRUSTEES REPORT AND FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

ENFIELD CITIZENS ADVICE BUREAU
(A Company limited by guarantee)

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ENFIELD CITIZENS ADVICE BUREAU
(A Company limited by guarantee)

Directors and Trustees:		J G Hopwood (Chairman) R Choudhury C Byamukama M Rodin (Treasurer) J Hecker J B Steven (To 13 August 2021) A Chakraborty J P Daniel T Edghill A Shah E D Appleby J J Donnelly I D Barnes (To 13 August 2021)
Secretary and Chief Executive	-	N Anyanwu
Company Registration Number	-	3626139
Charity Registration Number	-	1072841
Registered Office	-	Unit 3 5 Vincent House 2e Nags Head Road Enfield EN3 7FN
Auditors	-	Liles Morris Ltd Chartered Accountants & Statutory Auditors First Floor 80 Coombe Road Surrey KT3 4QS
Bankers	-	Barclays Bank Plc CAF Bank
Website	-	www.citizensadviceenfield.org.uk

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Directors' and Trustees' Report for the year ended 31 March 2021

The trustees present their report and financial statements for the year ended 31 March 2021. The trustees, who are also the directors for the purposes of company law and who served during the year and up to the date of this report are set out on page 1. Citizens Advice Enfield, which is the operating name of Enfield Citizens Advice Bureau Service, is both a registered charity and a company limited by guarantee.

Structure, Governance and Management

Board of Trustees

The Board of Trustees reports to the Annual General Meeting of the Service. As at 31 March 2021 there were 13 Trustees who together with the Chief Executive meet at least four times per year to make decisions concerning the running of the service. The implementation of those decisions is delegated to the Chief Executive. The set up of the Board facilitates sub-committees to be created to make best use of the available skills, to ensure that strong governance structures and scrutiny are maintained. The number of Trustees shall not be less than three nor more than fifteen until otherwise determined by two thirds of the members present and eligible to vote at a General Meeting. The Trustees may from time to time appoint any member of the charity as a trustee, either to fill a casual vacancy or by way of addition to their number, provided the prescribed maximum be not thereby exceeded.

Volunteers

Citizens Advice Enfield has over 55 registered volunteers who are engaged in all aspects of providing advice and help to clients. Volunteers are integral to our work and we could not function without them. Volunteers are given comprehensive and extensive training and the opportunity of developing within the Service.

Working with Partners

Citizens Advice Enfield has been generously supported by various grant giving organisations, as well as individuals and others' donations. Particular mention must be made of the London Borough of Enfield which provides the key resources for the Service to continue its work. The Trustees are ever mindful of the trust that the Councillors place in the importance and quality of what we do within the Borough.

Trustee induction and training

New trustees are offered training and support in-house and are invited and encouraged to attend a series of short training sessions to familiarise themselves with the charity and the context within which it operates. These are held by Citizens Advice central offices in London.

Objectives and Activities

Objectives

The aims of the Citizens Advice nationally are:

- to provide the advice people need for the problems they face: and
- to improve the policies and practices that affect people's lives.

Citizens Advice Enfield aims to reduce inequality, deprivation and the lack of access to justice through a lack of knowledge of personal rights. We provide information, advice and educational services within the London Borough of Enfield. We believe everyone has the right to a fair chance to participate in society and we will exercise a responsible influence on the development of social policies and services, both locally and nationally.

Citizens Advice Enfield is an independent registered charity and a company limited by guarantee, and forms part of the nationally recognised Citizens Advice network, which consists of 300 local Citizens Advice offices in England and Wales. The service provided is free, confidential, impartial and independent. We are not affiliated to any political party, nor influenced by or connected to any local or central government department.

Activities

The Trustees have agreed that the following strategic objectives which are key to the development of the organisation:

Developing Access - The local Citizens Advice will seek to develop new ways of providing advice services to ensure that we are accessible to all. This will include advice at new outreach locations as funding allows.

Developing Sustainable Services - The service will seek to diversify funding to sustain advice services in a challenging economic environment.

Developing Partnership & Communication - The service recognises that the key to meeting the rising demand for advice is to strengthen existing partnerships and work proactively to develop new relationships and models of joint provision.

Developing Volunteers and Staff - The service will prioritise training of new and existing staff and volunteers so that clients can be assured of a continued high quality service.

Developing Funding Opportunities - The service will diversify its funding base so that we are less dependent on funding from statutory bodies. This will include diversifying by means of charitable trading.

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Directors' and Trustees' Report for the year ended 31 March 2021 (continued)

How activities deliver public benefit

Our main activities are described above. All our charitable activities focus on the provision of advice to the general public and are undertaken to further our charitable purpose for the public benefit.

Achievements and performance

Citizens Advice Enfield helped 8,438 people to resolve over 29,000 problems this year. Local people were helped to claim £516,711 in unclaimed benefits and to manage over £3.5 million debt.

Services were maintained and actually increased in a difficult climate with the COVID pandemic.

The service was moved to remote working from home for all staff and a large investment in IT technology was necessary to make this happen. Due to the COVID we were forced to close one of our two retail shops to save money. The excess stock was moved to our newly created online store.

Financial Review

Citizens Advice Enfield, like many other voluntary organisations, works hard to give value for money with the funding it receives and will always prioritise frontline services. Expenditure is regularly reviewed to ensure cost effectiveness. We continue to receive excellent support from Enfield Council and other funders and in the coming year will build on these solid foundations to explore new and innovative ways of funding and delivering services. The diversification is essential as local authority funding is expected to continue to be subject to significant pressure in the medium term. We are fortunate to have an outcome based strategic grant agreed for our core services from the council until 31 March 2023 and are well placed to bid for additional project work as new opportunities arise. This will allow us to continue to provide a high level of service and commitment to the local community in a difficult climate.

Reserves

The Trustees have reviewed the level of reserves, taking into account the changing financial climate for charities, specifically in terms of funding for services. The Trustees actively monitor Resources Expended to ensure services meet the required standards and also within the Incoming Resources available. Taking this into consideration, the Trustees deem it necessary to maintain temporarily a higher level of reserves than our usual three months reserve policy.

(Note: this decision has proved fortuitous given the COVID19 situation in 2020/21)

Risk Management

The Trustees have worked to identify and document the major risks which impact upon our work and have ranked these by likelihood and impact.

Planning for future periods

We have received further funding from Trust for London to develop the work started in 2019 on the housing policy and advice project which will be a major priority for the coming year. We will continue to invest in technology and training to ensure the service is able to respond to the new way of working post COVID 19. We will continue to develop our work advising and supporting residents with long COVID. We will work with Enfield Connections to provide disability advice services. We will be building on the retail shop's online store presence to ensure we are able to continue to diversify our funding base within the new post COVID environment.

Employee Involvement

It is the policy of Citizens Advice Enfield that training, career development and promotion opportunities should be available to all employees. An annual staff and volunteer satisfaction survey is carried out and monthly team meetings and daily short briefing sessions are held.

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Directors' and Trustees' Report for the year ended 31 March 2021 (continued)

Statement of Trustees Responsibilities

The trustees (who are also directors for the purpose of company law) are responsible for preparing the the Annual Report and the financial statements in accordance with applicable law and regulations

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees must prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period.

In preparing these financial statements, the trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) observe the methods and principles in the Charities SORP;
- c) make judgements and accounting estimates that are reasonable and prudent;
- d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The Trustees confirm that so far as they are aware, there is no relevant audit information (as defined by section 418(3) of the Companies Act 2006) of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as Trustees in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Approval

This report was approved by the board of directors and trustees on 27 October 2021 and signed on its behalf by:

J Hopwood
Chairman/Trustee

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
ENFIELD CITIZENS ADVICE BUREAU**

(A company limited by guarantee)

Opinion

We have audited the financial statements of Enfield Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report, which includes the directors' report prepared for company law purposes, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you, if in our opinion:

**INDEPENDENT AUDITORS REPORT TO THE MEMBERS OF
ENFIELD CITIZENS ADVICE BUREAU**

**(A company limited by guarantee)
(Continued)**

Matters on which we are required to report by exception (continued)

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees report and from the requirement to prepare a strategic report.

Responsibilities of the trustees

As explained more fully in the trustees responsibilities statement set out on page 4, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Understanding the legal and regulatory framework applicable to the entity and how the entity is complying with that framework;
- Laws and regulations identified as being of significance in the context of the entity;
- Assessment of the susceptibility of the entity's financial statements to material misstatement, including how fraud might occur;
- Our assessment taking into account the scope and nature of the entity's activities in the effectiveness of its control environment and compliance with the laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Alison Sanderson FCA
Senior Statutory Auditor, for and on behalf of
Liles Morris Ltd
Chartered Accountants & Statutory Auditors
First Floor
80 Coombe Road
Surrey
KT3 4QS

Date: 2021

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)

Statement of Financial Activities
For the year ended 31 March 2021

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Incoming Resources						
Donations		7,038			7,038	2,468
Charitable Activities	2	412,072		720,139	1,132,211	884,423
Other Trading Activities	3	68,380			68,380	142,631
Government Grants - Job Retention Scheme		18,447			18,447	
Investment Income - Bank Interest		2,038			2,038	2,699
Other Income					-	9,055
Total incoming resources		507,975	-	720,139	1,228,114	1,041,276
Resources Expended:						
Charitable activities	4,5	507,852		604,543	1,112,395	1,000,370
Total resources expended		507,852		604,543	1,112,395	1,000,370
Net Income/(Outgoing) Resources before transfers						
		123	-	115,596	115,719	40,906
Transfers between funds					-	-
Net movement in funds/Net income/ (expenditure) for the year						
Balance brought forward at 1 April 2020		309,406	150,000	16,249	475,655	434,749
Balance Carried Forward	13	309,529	150,000	131,845	591,374	475,655

The notes on pages 10 to 16 form part of these accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Balance Sheet at 31 March 2021

	Notes	2021		2020	
		£	£	£	£
Fixed Assets					
Tangible assets	9		4,833		7,250
Current Assets					
Debtors	10	100,760		59,282	
Cash at bank and in hand		<u>692,673</u>		<u>603,124</u>	
		793,433		662,406	
Less Creditors: Amounts falling due within one year	11	<u>(103,740)</u>		<u>(122,774)</u>	
Net Current Assets			689,693		539,632
Total Assets Less Current Liabilities			<u>694,526</u>		<u>546,882</u>
Less Creditors: Amounts falling due after more than one year	12 & 15		(103,152)		(71,227)
Net Assets			<u>591,374</u>		<u>475,655</u>
Funds					
Unrestricted & Designated funds:					
Contingency funds			120,000		120,000
Designated funds			150,000		150,000
General funds			<u>189,529</u>		<u>189,406</u>
			459,529		459,406
Restricted fund	13		131,845		16,249
Total Funds	13		<u>591,374</u>		<u>475,655</u>

The financial statements are prepared in accordance with the special provisions applicable to companies subject to the small companies regime.

These financial statements were authorised by the Trustees on 27 October 2021, and were signed on their behalf by:

J Hopwood
Chairman/Trustee

M Rodin
Treasurer/Trustee

The notes on pages 10 to 16 form part of these accounts

ENFIELD CITIZENS ADVICE BUREAU

CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Net cash inflow/(outflow) from operating activities	16	87,511	48,590
Returns on investments and servicing of finance	17	2,038	2,699
Increase/(decrease) in cash in the period		<u>89,549</u>	<u>51,289</u>
Reconciliation of net cash flow to movement in net debt	18		
Increase/(decrease) in cash in the period		<u>89,549</u>	<u>51,289</u>
Movement in net debt in the period		89,549	51,289
Cash and Cash Equivalents at the start of the Year		<u>603,124</u>	<u>551,835</u>
Cash and Cash Equivalents at the end of the Year		<u>692,673</u>	<u>603,124</u>

The notes on pages 10-16 form part of the accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the accounts for the year ended 31 March 2021

1) Accounting Policies

(a) Basis of preparation

These financial statements have been prepared under the historical cost convention. The financial statements have been prepared in accordance with the 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 (FRS102) (effective 1 January 2015)-(Charities SORP (FRS102)), the Financial Reporting Standard applicable to the UK and Republic of Ireland (FRS102), and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transition value unless otherwise stated in the relevant accounting policy note(s)

The financial statements have been prepared on a going concern basis. In arriving at this conclusion the trustees have taken into account any material uncertainties that may affect the charity's ability to continue as a going concern. The period covered by this assessment is at a minimum level of 12 months from the date of the approval of the accounts.

(b) Incoming resources

Voluntary income including donations, gifts and grants that provide core funding or are of a general nature are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related goods or services are provided). Grant income included in this category provides funding to support performance activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability.

(c) Resources expended

Resources expended are included in the Statement of Financial Activities on the accruals basis inclusive of VAT which cannot be recovered. Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. Support costs are those costs incurred directly in support of expenditure on the objects of the charity and include project management.

(d) Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less accumulated depreciation. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life as follows:

Fixtures, fittings and equipment - 25% on cost

(e) Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose.

All other funds are unrestricted funds.

(f) Pensions

The charity operates a defined contribution scheme.

Contributions to the scheme are based on applicable pension costs in the organisation taken as a whole. The pension charge recorded in the accounts is the amount of contributions payable in the accounting year.

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2021

(f) Pensions (Contd)

The organisation also participates in a multi-employer defined benefit pension scheme. Details to this are in note 15 and the annexe to the accounts.

(g) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

(h) Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments in deposits or similar accounts.

(i) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2) Charitable Activities

	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
L.B. Enfield - Core	340,000		340,000	340,000
L.B. Enfield-HIV/Aids Project			-	33,912
L.B. Enfield - Brexit Project		35,000	35,000	48,000
L.B. Enfield - Disability Project		28,500	28,500	28,500
L.B. Enfield-Childrens Centre		45,000	45,000	45,000
L.B. Enfield - COVID 19 Fund	34,572		34,572	-
L.B. Enfield-Housing Project		24,999	24,999	-
The Mary Kinross Trust	36,500		36,500	7,500
National Citizens Advice-Energy		6,360	6,360	9,505
National Citizens Advice-Help to Claim		147,836	147,836	144,654
National Citizens Advice-Windrush Project		975	975	1,365
National Citizens Advice-BEIS		4,000	4,000	-
National Citizens Advice-Webchat		4,838	4,838	-
The Mercers Trust		14,000	14,000	14,000
Enfield Connections		31,000	31,000	48,198
Thames Water Trust		34,544	34,544	31,665
The Henry Smith Charity		40,000	40,000	-
Enfield Voluntary Action-Debt Advice		31,594	31,594	-
Enfield Voluntary Action-GP Outreach		40,000	40,000	-
RSA Trust		8,000	8,000	8,000
Big Lottery Fund Grant		27,295	27,295	27,295
Big Lottery Lottery -COVID 19 Response		9,051	9,051	-
PJK Trust		-	-	10,000
North Middx. Hospital-HIV Project		16,000	16,000	10,000
Christian Action		13,406	13,406	12,657
Home Office-Brexit Project		24,054	24,054	-
Home Office		-	-	8,000
Trust for London		25,000	25,000	24,000
Trust for London-COVID Response		9,580	9,580	-
Old Enfield Charitable Trust		17,000	17,000	17,000
Thomas Deane		7,000	7,000	-
Enfield Community Transport		7,608	7,608	2,392
Romeera Foundation		-	-	9,329
Over 50's Forum		-	-	2,575
Power 2 Change-Life After Loss		67,499	67,499	-
HMRC - JRS Grants	18,447		18,447	-
Other Grants	1,000		1,000	876

430,519	720,139	1,150,658	884,423
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ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2021

3) Other Trading Activities

	Unrestricted funds £	2021 Total £	2020 Total £
Charity Shop Income	68,380	68,380	142,631

4) Costs of charitable activities - by fund type

	Unrestricted funds £	Restricted funds £	2021 Total £	2020 Total £
L.B. Enfield - Core	394,791		394,791	339,359
L.B. Enfield-Childrens Centre		43,164	43,164	41,565
L.B. Enfield-Housing Project		20,520	20,520	-
L.B. Enfield - Disability Project		25,922	25,922	28,500
L.B. Enfield - Brexit Project		25,279	25,279	48,000
National Citizens Advice-Energy			-	4,812
National Citizens Advice-Help to Claim		147,569	147,569	143,754
National Citizens Advice-Windrush Project			-	1,365
Christian Action Housing		11,259	11,259	11,996
HIV/Aids Project		22,154	22,154	41,547
TB Project			-	7,500
Enfield Connections		31,000	31,000	48,198
Enfield Voluntary Action-GP Outreach		40,000	40,000	-
Enfield Voluntary Action-Debt Advice		15,310	15,310	-
Thames Water Trust		33,887	33,887	31,665
Romeera Foundation			-	11,539
Big Lottery Fund Grant		27,295	27,295	27,295
Big Lottery Lottery -COVID 19 Response		1,900	1,900	-
National Citizens Advice-Webchat		1,900	1,900	-
Trust for London-COVID Response		1,900	1,900	
Trust for London		25,000	25,000	24,000
RSA Trust		3,771	3,771	8,000
Charity Shop Operational Costs	113,061		113,061	128,883
The Henry Smith Charity		39,057	39,057	-
PJK Trust			-	7,549
The Mercers Trust		14,000	14,000	14,000
Over 50's Forum			-	2,575
Old Enfield Charitable Trust		17,000	17,000	17,000
Power 2 Change-Life After Loss		36,823	36,823	-
Home Office-Brexit Project		14,417	14,417	-
Home Office			-	8,000
Enfield Community Transport		5,416	5,416	2,392
Other Grants			-	876
	507,852	604,543	1,112,395	1,000,370

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2021

5) Costs of charitable activities - by activity

	Grant Funding/ Operational Services £	2021 Total £	2020 Total £
Core/Operational and General			
Advisory Services	381,595	381,595	335,418
Project Specific Advisory Services	604,543	604,543	522,095
Charity Shop Costs	113,061	113,061	128,883
Governance Costs (Note 6)	13,196	13,196	13,974
	<u>1,112,395</u>	<u>1,112,395</u>	<u>1,000,370</u>

6) Governance

	Unrestricted funds £	2021 Total £	2020 Total £
Auditors Remuneration	3,240	3,240	3,000
Accountancy Charges	9,760	9,760	8,750
Legal & Professional Fees	196	196	1,978
Meeting and AGM costs		-	246
	<u>13,196</u>	<u>13,196</u>	<u>13,974</u>

8) Staff costs

	2021 Total £	2020 Total £
Wages and salaries	760,680	728,831
Social security costs	62,503	52,487
Pension costs	55,348	16,436
	<u>878,531</u>	<u>797,754</u>

No employee received emoluments of more than £60,000 (2020: Nil). No trustee received any remuneration in respect of their role as trustee. The average monthly number of full time equivalent employees was 31 (2020: 30). This includes the CEO, four managers (2020: 4) and 26 Project & Support staff (2019: 25) The key management personnel of the charity comprise the Trustees and the Chief Executive Officer. The total employee benefits of the key management personnel of the charity were £40,794 (2020: £45,883)..

9) Fixed Assets

	Fixtures, Fittings & Equipment £	Total £
Cost		
At 1 April 2020	81,972	81,972
Additions in year	-	-
At 31 March 2021	<u>81,972</u>	<u>81,972</u>
Depreciation		
At 1 April 2020	74,722	74,722
Charge for the year	2,417	2,417
At 31 March 2021	<u>77,139</u>	<u>77,139</u>
Net Book Value 31 March 2021	<u>4,833</u>	<u>4,833</u>
Net Book Value 31 March 2020	<u>7,250</u>	<u>7,250</u>

ENFIELD CITIZENS ADVICE BUREAU
Notes to the accounts for the year ended 31 March 2021

10)	Debtors	2021 £	2020 £
	Trade Debtors	49,632	11,675
	Other Debtors and Prepayments	51,128	47,607
		<u>100,760</u>	<u>59,282</u>

11)	Creditors: Amounts due within one year	£	£
	Trade Creditors	15,711	1,314
	Other Creditors	18,507	17,527
	Accruals and Deferred Income (Refer Note 19)	69,522	103,933
		<u>103,740</u>	<u>122,774</u>

12)	Creditors: Amounts more than one year	£	£
	Pension Liability (Refer Note 15)	103,152	71,227

13)	Restricted Funds	Movement of Resources		Transfer (to)/	
		Incoming	Outgoing	from	
	Balance 01/04/2020			Unrestricted Funds	Balance 31/03/2021
	£	£	£	£	£
L.B. Enfield-HIV/Aids Project	2,365				2,365
L.B. Enfield - Childrens Centre	3,435	45,000	43,164		5,271
L.B. Enfield - Brexit Project		35,000	25,279		9,721
L.B. Enfield - Disability Project		28,500	25,922		2,578
L.B. Enfield - Housing Project		24,999	20,520		4,479
National Citizens Advice-Energy	4,693	6,360			11,053
National Citizens Advice- Help to Claim	900	147,836	147,569		1,167
National Citizens Advice - Windrush Project		975			975
National Citizens Advice-BEIS		4,000			4,000
COVID Response Grants		23,469	5,700		17,769
The Henry Smith Charity		40,000	39,057		943
Thames Water Trust	2,256	34,544	33,887		2,913
Christian Action	661	13,406	11,259		2,808
Enfield Community Transport		7,608	5,416		2,192
Power 2 Change-Life After Loss	-	67,499	36,823		30,676
Home Office-Brexit Project	-	24,054	14,417		9,637
RSA Trust	1,477	8,000	3,771		5,706
Big Lottery Fund Grant		27,295	27,295		-
Enfield Voluntary Action-Debt Advice		31,594	15,310		16,284
Enfield Voluntary Action- GP Outreach	-	40,000	40,000		-
Enfield Connections		31,000	31,000		-
Thomas Deane		7,000	7,000		-
The Mercers Trust		14,000	14,000		-
North Middx.Hospital-HIVProject		16,000	15,154		846
Trust for London	462	25,000	25,000		462
Old Enfield Charitable Trust		17,000	17,000		-
	<u>16,249</u>	<u>720,139</u>	<u>604,543</u>	<u>-</u>	<u>131,845</u>

	Unrestricted Funds £	Designated Funds	Restricted Funds £	Total £
Tangible Fixed Assets	4,833			4,833
Net Current Assets	302,633	150,000	131,845	584,478
	<u>307,466</u>	<u>150,000</u>	<u>131,845</u>	<u>589,311</u>

ENFIELD CITIZENS ADVICE BUREAU
Notes to the accounts for the year ended 31 March 2021

14)

Details of funds

Unrestricted Funds

The General Funds of the charity are for the provision of advice to clients in relation to their rights responsibilities and services available to them.

The Contingency Fund has been created for the purpose of reserving funds for emergencies and unforeseen expenditure.

Designated Funds

The Designated Fund was previously set up to provide for future expenses relating to premises and IT requirements.

Restricted Funds

HIV/Aids and TB Worker Fund - Specialist outreach advice at the North Middlesex Hospital and other community locations.

Childrens Centre - Advice and information to families with children under 5 years old.

National Citizens Energy Project - The provision of specialist support across London around energy savings issues

Thames Water - The provision of money advice to Thames Water customers.

RSA Trust - Outreach advice at Ordnance Road Library, North London General Advice.

National Citizens Advice Help to Claim - Support for people in the early stages of a Universal Credit claim, from application to first payment.

L.B. Enfield (Disability Project) - Advice for disabled people.

The Mercers Trust - Welfare advice for North Enfield Foodbank.

Old Enfield Charitable Trust (OECT) - Money and debt advice.

Big Lottery Fund Grant - Universal Credit claimants' advice on benefits and debt.

Trust for London - Housing advice.

L.B. Enfield (Brexit Project) - EU settlement and pre settlement application.

Other Projects and Operational Grants - A range of vital funding was received from charitable trust funders to contribute to various aspects of our work, including training for volunteers, support for our pro bono legal advice rota and money advice.

15)

Pension and other post retirement benefits

The charity participates in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which is a funded defined benefit arrangement.

The employers operate a defined benefit scheme in the UK. This is a separate trustee-administered fund holding the pension scheme assets to meet long-term pension liabilities. A full actuarial valuation was carried out at 31 March 2021 by a qualified independent actuary, based upon membership data as at 31 March 2019. sponsoring employer. The major assumptions used by the actuary and details of the scheme are in the schedules annexed to these accounts. The schedules do not form part of the audited financial statements. The annual contributions by Enfield Citizens Advice Bureau is £6,000. The liability to the organisation is as noted in Note 12 in the accounts.

ENFIELD CITIZENS ADVICE BUREAU
NOTES FORMING PART OF THE FINANCIAL STATEMENTS

Note

16 **RECONCILIATION OF THE NET (OUTGOING)/INCOMING RESOURCES TO NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES**

	2021	2020
	£	£
Net (outgoing)/incoming resources	115,719	40,906
Depreciation charges	2,417	2,416
Interest received	(2,038)	(2,699)
(Increase)/Decrease in debtors	(41,478)	(9,300)
(Decrease)/Increase in creditors	12,891	26,933
Fixed Assets Additions	0	(9,666)
Net cash inflow/(outflow) from operating activities	<u>87,511</u>	<u>48,590</u>

17 **ANALYSIS OF CASH FLOWS FOR HEADINGS NETTED IN THE CASH FLOW STATEMENT**

	2021	2020
	£	£
Returns on investments and servicing of finance		
Interest received	<u>2,038</u>	<u>2,699</u>
Net cash inflow for returns on investments and servicing of finance	<u>2,038</u>	<u>2,699</u>

18 **ANALYSIS OF CHANGES IN CASH AND CASH EQUIVALENTS**

	At 1.4.20	Cash flow	At 31.3.21
	£	£	£
Net Cash:			
Cash at bank	<u>603,124</u>	<u>89,549</u>	<u>692,673</u>
Total	<u>603,124</u>	<u>89,549</u>	<u>692,673</u>

19	ANALYSIS OF DEFERRED INCOME	2021	2020
	(Grants received deferred over the life of the projects)	£	£
	Edmonton United Charity	12,072	12,072
	Enfield Voluntary Action (EVA)		10,000
	Thames Water Trust	3,664	3,664
	L B Enfield - Training Matter	5,000	5,000
	PJK Charitable Trust		-
	Thomas Deane Trust		7,000
	The Mercers Trust	7,000	7,000
	L B Enfield - HUB/WASH	5,000	5,000
	Enfield Community Transport		7,608
	Power 2 Change - Life After Loss	7,501	
	The Old Enfield Charitable Trust		4,250
	RSA Trust	8,000	8,000
	Enfield Voluntary Action-Benefits Advice	7,000	
	Co-op Community Fund	2,674	2,674
	Other Projects & Operational Grants	3,069	3,202

<u>60,980</u>	<u>75,470</u>
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FRS 102 disclosures for the 12 months ended 31 March 2021

Pension cost note

Citizens Advice ('the Principal Employer') operates a defined benefit scheme ('the Plan') in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions in force over the 2021/22 accounting year, the contributions to the Plan for the year ending 31 March 2022 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

A full actuarial valuation of the Plan was carried out as at 31 March 2021 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, as well as any actual transfers out or trivial commutations over the period.

The most recent formal actuarial valuation of the Plan was as at 31 March 2019 and revealed a funding deficit of £68,501,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,279,000 per annum with the view to eliminating the deficit by 31 March 2037.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 16 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

The major assumptions used by the actuary were (in nominal terms) as follows:

	As at 31/03/2021	As at 31/03/2020
Discount rate	2.10%	2.40%
Inflation (RPI)	3.30%	2.80%
Inflation (CPI)	2.80%	2.00%
Revaluation of deferred pensions in excess of GMP	2.80%	2.00%
Pension in payment increases of:		
- CPI or 5% p.a. if less	2.80%	2.00%
- CPI inflation since retirement or 5% p.a. compound if less	2.80%	2.00%
- CPI or 3% p.a. if less	2.50%	1.90%
Commutation of pension for cash at retirement	75% of HMRC maximum	75% of HMRC maximum

	As at 31/03/2021	As at 31/03/2020
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	21.2	21.2
Retiring today - Females	24.1	24.1
Retiring in 20 years time - Males	22.6	22.6
Retiring in 20 years time - Females	25.7	25.6

	Value at 31/03/2021 £000s	Value at 31/03/2020 £000s
The assets in the Plan were:		
Multi asset funds	72,995	61,086
Structured Equity	24,849	24,279
Cash	1,509	594
Fair value of Plan assets	99,353	85,959

The actual return on assets over the period was:	14,282	188
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Present value of funded obligations	161,415	140,310
Fair value of Plan assets	99,353	85,959
Surplus/(deficit) in funded scheme	(62,062)	(54,351)

Present value of unfunded obligations	0	0
Unrecognised actuarial gains (losses)	0	0
Adjustment in respect of asset ceiling and minimum funding requirement	0	0
Net liability in balance sheet	62,062	54,351

Reconciliation of opening and closing balances of the present value of the defined benefit obligation

	31/03/2021 £000s	31/03/2020 £000s
Benefit obligation at beginning of year	140,310	144,378
Current service cost	652	866
Interest cost	3,322	3,549
Contributions by Plan participants	0	0
Actuarial (gains)/losses	21,568	(2,823)
Benefits paid and expenses	(4,437)	(5,660)
Past service cost	0	0
Settlements	0	0
Business combinations	0	0
Exchange rate	0	0
Benefit obligation at end of year	161,415	140,310

Reconciliation of opening and closing balances of the fair value of Plan assets

	31/03/2021 £000s	31/03/2020 £000s
Fair value of Plan assets at beginning of year	85,959	88,882
Interest income on Plan assets	2,052	2,183
Return on assets, excluding interest income	12,230	(1,995)
Contributions by employers	3,549	2,549
Contributions by Plan participants	0	0
Benefits paid and expenses	(4,437)	(5,660)
Business combinations	0	0
Settlements	0	0
Exchange rate	0	0
Fair value of Plan assets at end of year	99,353	85,959

The amounts recognised in profit or loss:

	31/03/2021 £000s	31/03/2020 £000s
Service cost - including current and past service costs, and settlement	0	0
Service cost - administrative cost	652	866
Net interest on the net defined benefit liability	1,270	1,366
Total expense	1,922	2,232

Remeasurements of the net defined benefit liability (asset) to be shown in OCI:

	31/03/2021 £000s	31/03/2020 £000s
Actuarial (gains)/losses on the liabilities	21,568	(2,823)
Return on assets, excluding interest income	(12,230)	1,995
Changes in the effect of the asset ceiling excluding interest income	0	0
Total remeasurement of the net defined benefit liability (asset) to be shown in OCI	9,338	(828)