



ANNUAL REPORT 2023 - 2024

WWW.CITIZENSADVICEENFIELD.ORG.UK

ADVICELINE: 0808 278 7837

**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

Message from the Chair	3
Message from the Treasurer	5
Message from the Chief Executive	6
Staff & Volunteers	11
Our Projects	13
Citizens Advice Enfield in the community	19
Our achievements	20
Our Research and Campaigns	21
Looking forward to 2023-24	22
Our value to Society	23
Appreciations	24

MESSAGE FROM THE CHAIR

2023/24 was another year of change for Citizens Advice Enfield. The impact of the cost of living, energy prices and the Housing and homelessness crisis meant our service saw an overwhelming rise in demand.

At the same time CA Enfield struggled to recruit volunteers and paid staff into the service to meet the demand. We had to make some difficult decisions and restructure our service to become more agile. This will enable us to respond to the constant changes in the operating and economic environment.

I am very proud of our staff and volunteers ability to consistently deliver such a high quality service against such difficult circumstances. Using their expertise and experience to guide clients through the intricacies of the housing crisis, managing debt, accessing the benefits that are due to them, assisting them in engaging with their landlords and a wide-range of other problems is commendable.

The Trustee board has also reviewed how we work and made some changes to our sub committees and our articles in order to better support the Chief Exec. We have recruited new Trustees and appointed a new chair Mr Stephen Burr who will take over from April 2024. After 8 years serving as chair it is time for me to step down.

CA Enfield is an independent charity, our core advice is funded by Enfield Council. We deliver a range of specialist projects which are funded by various grant-giving agencies and trusts. While we are a part of the national Citizens Advice network, we have to be self-managed and funded. As Trustees we have to ensure that CAE is well governed, that we comply with all the legal and financial requirements that charities face, and we support the staff team in planning for the future.

Our trustees are committed to CAE and bring a range of knowledge and experience.

As always, I would like to thank my fellow trustees for their support for CAE and for me. This year Reza Chowdhury decided to stand down as a trustee after 6 years. We also welcomed two local authority observers Cllr Josh Abbey and Cllr Julian Sampson.

It has been a privilege and a pleasure for me to be the Chair of Trustees for the past 8 years which has seen many changes. On their behalf I take this opportunity to thank all the staff and volunteers for all their hard work to meet the increasing needs of so many Enfield residents. I wish Stephen the very best of luck during his tenure as chair. I will be staying on as a trustee and will support him.

***Jeff Hopwood,
Chair of Trustees***

“The adviser was so good and very helpful. But my problem is not resolved as I am still waiting for a response from the Home Office. Thank you very much for being there”



TREASURER'S REPORT

This year has been a challenging year with regards to the financial statements. We have carried out a restructure which has its associated costs. The cost of living has impacted on our increased running costs including staff payrises whilst our grant income has been fixed. It has been difficult to source adequate funds to deliver our projects.

The net results for the year, shows a deficit of c£116k. The trustees have made the decision to fund payrises from unrestricted reserves due to the fixed nature of our grants. The trustees also agreed to use unrestricted reserves to retain staff whilst the CEO continues to fundraise to close the gap between our grant income and our running costs. It must be pointed out 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.

Our reserves at the end of the year stands at c£591k which is approximately 56% or 6 months' worth of operating costs (including restricted funds). The board together with the CEO have decided to keep this level for a number of reasons. It is used to fund future pay rises during this cost of living crisis. Due to the number of major grants that came to an end on 31st March 2024, it is used to keep staff employed whilst the CEO works to secure additional funding to enable us to carry on our work to meet our objectives. In addition, unrestricted reserves will also be used to adapt the office premises for the new hybrid way of working in the coming year as this was deferred from last year.

I would like to thank Nnenna Anyanwu CEO, our finance officers; Asma Mudhir and Evangeline Price. Liles Morris and Stanley Joseph our auditor and all the staff who have worked tirelessly to ensure we maintain good financial management.

Marion Rodin
Treasurer

MESSAGE FROM THE CHIEF EXECUTIVE

Welcome to Citizens Advice Enfield's annual review of our activities of 2023-24. There have been three major issues that have defined the last 12 months. The housing crisis, the cost of living and energy crisis and the impact of these on clients mental and physical health.

We recognise that the world of advice is changing but demand for advice still outstrips supply. This year we decided to restructure our operations in order to improve our efficiency and ability to respond to the changes in the current landscape. In addition to our AQS (advice quality standard) for our core/general advice, we have been able to achieve specialist AQS advice accreditation in key areas of Housing, Welfare benefits and Debt.

This has enabled us to set up specialist units which can focus on providing the more in-depth casework advice as well as general advice. We have also been able to create a capacity building training function which is both internally and externally focused. This will enable us to be able to expand the reach of advice services by delivering training to smaller community groups and build their capacity to deliver first line advice.

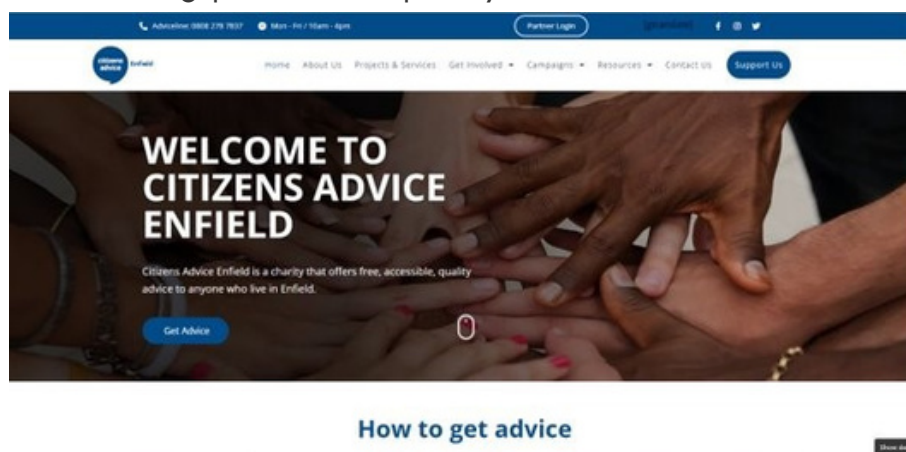
We also modified our website and online tools to make them more accessible to people with disabilities.

We refreshed our strategic business priorities following our team awayday to be more reflective of the current environment. There are 3 key strategic priorities and 2 support themes; **Client Centred Advice, Advocacy and Inclusive Access.** The support themes are **Technology and Organisational Health.**



Our quality of Advice remained excellent, consistently scoring Green throughout the year. With our top 3 advice areas being welfare benefits (2,440 clients), housing (1,742 clients) and debt (949 clients). Housing problems has overtaken debt problems again this year demonstrating that the housing crisis has worsened over the past 12 months along with the cost of living crisis it has pushed families to the brink. The demand for foodbanks and additional charitable support remains worryingly high at 441 clients. We helped administer the Council's Household Support Fund giving out grants to clients to help with household items, fuel costs and other warm winter payments.

Our Advocacy work has also increased. Our housing adviser and campaigns staff have done a lot of work to get to the root cause of the housing problems in Enfield in collaboration with Local Motion Our quarterly Enfield Housing Partnership campaigns group engagement with stakeholders from the Housing, benefits and council tax teams as well as the 3 MPs offices and the DWP. We have also been delivering workshops in the community on digital skills and accessing online services as well as financial capability helping residents get through the cost of living crisis. We delivered a PIP form filling workshop. We provided our insights into Enfield councils consultation on Council Tax Support scheme and the housing placement policy.



Inclusive Access: We are striving to make accessing our service more inclusive which is not an easy thing given the exponential rise in demand and the limited resources that we have to work with. We have recognised the levels of intersectionality within our client base. Using technology and restructuring our staff resource in outreaches, we have been able to improve accessibility and the experience of the clients who are most marginalised due to multiple disadvantage.



We have invested in **Technology** which is essential to enable us support clients in a wide range of ways. We updated our website to have some additional functionality which makes it more accessible for people with disabilities.

We have made sure our systems are continuously updated and fortified against cyber attacks. We constantly work to build our IT infrastructure and train/upskill staff on the IT systems to ensure that our clients experience a seamless journey when accessing our service via various platforms.

How to get advice

Organisational Health is very important to maintain the stability and longevity of the service. We have broadened our project funding base and delivered a number of new projects including British Gas debt advice and crisis prevention support which aim to support those with multiple disadvantages particularly homeless and low income families. This year as an organisation we have also been impacted by the cost of living in terms of rising staff and running costs and a fixed grant income. This is in addition to the cost of the restructure.

We appreciate Enfield Council and all our funders who have continued to support us year on year as the nature of the work we do needs the continuity and stability which multiple year funding offers.

As mentioned above staff are key to the successful delivery of good advice and the survival of the organisation. As such it has been even more important to ensure we look after our workforce's wellbeing and foster a positive work Culture particularly with the stresses of the cost of living crisis. We held a number of social activities throughout the year including our annual picnic, staff walks, awayday, Christmas party and celebrated Volunteers week to appreciate our volunteers. We also have a number of initiatives to support staff wellbeing. I am grateful to the Board of Trustees who approved a pay increase during the year which had to be funded from our unrestricted reserves due to the fact that our grant funding is a fixed amount.



I would like to thank the Board of Trustees for their continued support and guidance throughout the year.

Finally, I would like to use this opportunity to appreciate all the staff, volunteers and supervisors for their commitment and dedication to helping our Enfield residents through some of the most challenging times this year. They have put in a lot of effort to ensuring that we continue to help our clients to find a way forward with their problems. Without them, we would not have been able to do what we do so well.

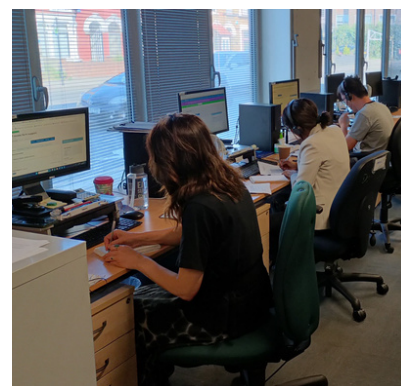
Nnenna Anyanwu,
Chief Executive Officer

"I have been trying to get PIP but I was fobbed off by the DWP. Citizens Advice Enfield adviser was a great help in getting through. They are so good and more helpful."



STAFFING AND VOLUNTEERS

Our staff and volunteers are essential to the success of the Citizens Advice Enfield. They are very diverse and majority are residents of Enfield and the surrounding boroughs. Some of our staff have lived experience of the issues we deal with everyday. They are really committed to helping our clients overcome their issues. We appreciate all our dedicated staff and volunteers. Without all of them, we would not be able to deliver our vital services.



I feel proud to volunteer because we have a strong team spirit, communicate well together and with the Local Authority. We also provide an excellent service helping many people through difficult situations



Away day | Summer picnic | Financial capability workshop

We had an average of about 15 volunteers working with some leaving and others starting throughout the year. The quality of service and time commitment our volunteers give is well respected and appreciated across the borough and I am personally proud of what we have been able to achieve together over the last year.

There have been ongoing challenges with recruiting volunteers. We are always looking for new volunteers and ways of recruiting more volunteers. This year we said good bye to 6 staff some of them were experienced advisers. We welcomed 5 new staff bringing our total paid staffing number to 29 (24 FTE) in the team.

OUR PROJECTS



Our advice is for everyone but we design our services so they are proportionate to need, even where the numbers of people affected are relatively small. In the last year, our role in society has focused on helping people through the cost of living and housing crisis providing crisis prevention support where necessary.

Our overarching ambition remains the same as it has always been:

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

During 2023–24 we delivered 17 different projects in order to meet the various vulnerabilities our diverse clients presented to us.

Our core advice service...

...has been delivered by telephone and online webchat. The top 3 areas people contacted us for were welfare benefits, housing and debt and, during the period of the report, this accounted for approximately 70% of the issues. Each client comes to us with about 4 problems, and we carried out approximately 3 tasks on their behalf, for example letters, telephone calls, emails. We offer specialist welfare benefits, housing, and debt advice project appointments. Our advisers see clients face to face by appointment at our office in Vincent House or at one of our outreach sites, for example local libraries, Foodbank or Children's Centre. In addition to these specialist projects, we delivered projects related to crisis prevention and outreach advice in food settings such as foodbanks, schools and the community hubs.

We also continued to deliver our **health-related advice services** for people with disabilities and people affected by Long COVID and HIV.

Health-related **ADVICE SERVICES**



Social and Emotional support Project in partnership with Mind in Enfield to respond to the impact of social, economic and emotional problems our clients faced as a result of the post COVID pandemic and bereavement. This project was funded by NCL ICB. We helped 187 clients and this covered 1,539 issues carrying out 520 activities. We carried out 2 long COVID focus groups with 70 people in attendance and were able to listen to their concerns and offer support and advice.



Disability Advice Project working in partnership with Enfield Connections. Our advisers help clients who have a disability, to ensure they are fast tracked to get support with their benefit applications, PIP forms, queries and appeals, as well as other generalist advice issues. We helped 476 clients, and this included 1,301 issues and 1,255 activities on clients' behalf.



Advice for people with HIV diagnosis funded by the NHS. We have an adviser who works from the North Middlesex Hospital with clients who have been diagnosed with HIV, of all ages. Working with North Middlesex Hospital our adviser can quickly support these clients with their advice needs which can help delay or prevent their health deteriorating. We helped 134 clients, covering 1,375 issues and 376 activities on their behalf.

Projects targeted at low income families

and residents at the sharp end of the cost of living crisis

Trussell Trust funded project in North Enfield Foodbank. We have an adviser based at the North Enfield Foodbank who gives advice to clients who drop-in at the Foodbank and are booked in by the Foodbank team. The aim is to reduce the crises of clients and to end the reliance on foodbanks. The adviser saw 240 clients and dealt with 641 issues, resulting in 338 activities thus reducing the negative impacts of the cost of living crisis. In addition to this, 306 clients approached our service for assistance with charitable support from Foodbanks.



Crisis Prevention The GLA funding for this project continued to allow us to offer Advice First Aid capacity building training to community groups to enable them to support clients with basic advice. We held 3 events, with 20 attendees from different groups within Enfield. This is in addition to the 1-2-1 appointments offered to clients for advice in their time of crisis. Appointments are based in outreach locations as well as in the main office, and include libraries, foodbanks and All People All Places, ensuring that we are accessible to clients living in all areas of the borough. We worked in partnership with our outreach locations, so that they were able to book their clients in directly with the adviser, extending our reach to Enfield residents who would otherwise not have made contact with us. There were 580 clients seen, 2,441 issues and 2,121 activities.



Food Pantry Advice. We received short-term funding from Enfield Council which allowed us to place an assessor in two local food pantries – at Enfield Town Library and Oasis Hadley. We saw 77 clients who needed help with all areas of advice, covering 132 issues and 131 activities.



Projects targeted at low income families

and residents at the sharp end of the cost of living crisis

continued...

Remote Advice Service Delivery. We received funding from AVIVA via Citizens Advice (national office) which was aimed at increasing the number of clients who access our service during the cost of living crisis through telephone, webchat and email advice, by 60 clients per week. From the project starting in August 2023, we had contact with 1,491 clients, and these included 3,410 issues and 1,884 activities.



Children's Centre outreach. This project funded by Enfield Council enables us to offer easy access to appointments for clients and their partners who are pregnant or have a child under 5. This is a vital service for parents of young children who are sometime overwhelmed. Appointments for assistance in all advice areas can be booked via Enfield Children's Centres or our Adviceline. Appointments are held in Children's Centre locations on 3 days per week. We helped 358 clients on this project. There were 1,387 issues and 996 activities.



DIGITAL INCLUSION PROJECT

During 2023-2024 our staff delivered 5 workshops on our **Digital Inclusion project** to support 110 clients who needed help to access services online and to understand how to stay safe online. We offered follow up appointments to clients needing help with digital issues, for example completing online forms and accessing online healthcare, banking and shopping Apps. We saw 19 clients before the project ended, helping with 84 issues and undertaking 58 activities.

DEBT AND ENERGY ADVICE PROJECTS



British Gas Energy Trust. This project enabled us to fund energy advice to clients, offer financial capability group sessions and 1-2-1 appointments which helped 221 clients, and offered fuel vouchers. We helped 237 clients with energy advice, dealing with 880 issues. There were 1,321 activities, including follow up calls to clients to gather data on how the advice they had received had helped them. We were able to issue 298 fuel vouchers with many clients needing more than one voucher. With the increase in energy costs, this made a huge difference to the clients we helped.

We also received a short-term grant from National Citizens Advice, enabling us to offer a further 12 energy appointments via their **Energy Advice Programme**, which also allowed for the adviser to attend energy advice training from the National Energy Action. From this project there were 39 issues and 29 activities.



Welfare Benefits Advice and Debt project funded by City Bridge Trust. Funding for this project has enabled us to increase the number of clients we can see for advice in debt and benefits. This includes advice on benefits and help with form filling, and debt advice. There were 271 clients helped, covering 1,203 issues and 973 activities..



Council Tax debt advice project. Our funding allows us to take debt referrals for this project directly from Enfield Council's Welfare Benefits and Debt team, which provides a successful partnership for clients who have council tax debts or other debts. There were 285 clients seen for debt advice, covering 2,466 issues and 1,059 activities.

Applications for charitable support are included as part of the advice within our debt advice projects, and we helped 193 clients with 296 applications.



HOUSING ADVICE PROJECTS

Housing Advice project funded by Trust for London. This project enabled the adviser to offer advice appointments as well as work on housing research and campaigns. This has proved vital in the housing crisis that has developed in Enfield. We helped 224 clients with their housing issues directly through this project. There were 1,436 issues and 1,173 activities on this project.

Homelessness Prevention project funded by LBE. We also received funding to continue to help clients legally challenge evictions, section 21s and disrepair to prevent homelessness, referring them to Mary Ward Legal Services for support where help was needed with challenges. The project was based in Edmonton Green Library. We saw 74 clients, and there were 154 issues and 170 associated activities.



We have funding for a General Adviser from RSA Trust for another year, to assist clients based in the Ordnance Road area of Enfield. We have had advisers based at Ordnance Centre Community Library, enabling us to assist 562 clients, with 2,195 issues and 1,927 activities.

Our work really highlights the level of poverty and inequality in Enfield and the need for more resources to tackle the root causes of poverty.

"My application for DLA was denied so I needed to appeal. I am so grateful about the service I received from Citizens Advice Enfield. The CAE adviser has brought a SMILE to my face and my life has changed for the better."

CITIZENS ADVICE ENFIELD IN THE COMMUNITY

In the year 2023-2024 we delivered advice from our regular outreach services in the following areas:

1. **Ordinance Road Library** funded by the RSA Trust
2. **The HIV Unit at North Middlesex University Hospital,**
3. **Six children's centres across the borough** Christian
4. **Action Housing Association** - delivering debt advice to their residents for rent arrears
5. **North Enfield Foodbank**
6. **Advice in food pantry settings funded by Enfield Council – St Monica's and Enfield Town Library**
7. **Crisis Prevention advice in the Enfield Community Hub and All People All Places**

"My issue is an NHS complaint and this takes time to resolve. CAE helped me move forward. I have been helped very well in the past by CAE. You do great work and CAE is always my first port of call. thanks".



OUR ACHIEVEMENTS

5,969

This year we helped 5,969 individuals, couples or families on 17,272 occasions and helped them to resolve 25,927 social welfare problems.

£5,522,109

We helped clients to claim £5,522,109 in unclaimed benefits and grants and to manage £17,300,047 in debts.

“very nice experience. Very conventional and reliable. Great service Thanks very much!”

“The adviser was very helpful and they helped me to get support from Thames Water Fund.”

Our Partnerships. We have successfully delivered some of our projects in partnership with Enfield Council, Enfield Voluntary Action, Mind in Enfield, Royal Free charity, North Central London ICB, Enfield Connections, North Enfield Foodbank, Citizens Advice Royal Courts of Justice and Citizens Advice Barnet.

This year similar to last year, enquiries were dominated by:

- Money problems, especially related to benefits or debt
- Housing problems, temporarily in hotels, unaffordable rents, homelessness or disrepair.
- Applications and appeals for Personal Independence Payments
- Requests for foodbank and fuel vouchers and charity aid grants
- Council tax arrears
- Cost of living crisis

This year we have successfully delivered 17 projects targeted at specific vulnerable groups from disabilities, housing, COVID recovery, HIV, parents of young children (under 5), advice in the Foodbank, Crisis Prevention, Digitally Excluded and Financial Awareness/literacy.

RESEARCH AND CAMPAIGNS

Prevention is better than cure

Our Advocacy work looks at the conditions and policies that are causing hardship for our clients. The work is preventative and aims to improve the policies that affect people's lives. The work that we do on research and campaigns, helps us to monitor the impact of laws and policies on people's lives, raise awareness and suggest solutions.

This year our research and campaigns officer participated in a number of national campaigns notably around the cost of living payment support for households on benefits. We contributed to the campaign about negative budgets, utility companies forcing prepayment meters onto clients who were in arrears. We lobbied our local MPs to stop this practice and was successful.

We have also carried out some local campaigns to raise awareness of the impact of the housing crisis on residents, we contributed to the Local Authority's consultation on changes to the council tax support scheme. We delivered training those who are digitally excluded so that they can access services online.

ENFIELD DISPATCH

HOME NEWS FEATURES COMMENT SPORT INTERVIEWS EVENTS ABOUT US + ADVERTISE WITH US WRITE FOR

News

Local homelessness levels laid bare by Citizens Advice Enfield

© 2 April 2024 8:39am 2 Min Read

A housing forum event last week heard how the borough was facing one of the worst situations in the whole country, reports Grace Howarth, Local Democracy Reporter



Citizens Advice Enfield has reported a 246% increase in homelessness in the borough over the last seven years.

Citizens Advice Enfield and Local Motion, a social justice group, ran a workshop on the housing crisis today (Thursday 28th) at Edmonton Green Library.

The forum was attended by people experiencing homelessness, individuals in temporary housing and hotels, and residents in "cramped" houses of multiple occupancy. Many of the attendees also suffered with serious health issues.

"This was a very nice experience and the adviser helped me to move forward in my housing situation. However, the council said they would still leave me on the process due to it being a lengthy period. I am grateful but my problem is still ongoing. Not the adviser's fault."

In March, we held our first Housing forum with Local Motion to hear the views of residents and 27 residents attended. Our Housing Adviser made a presentation at our Research and Campaigns working group- on the state of the housing and homelessness crisis.

We also feedback our client's experiences of the council's single offer and placement policy (anywhere in the country).

LOOKING FORWARD TO 2024-25

2024 is already looking difficult for our clients and our service. The housing situation and cost-of-living crisis are still worsening. The war in Ukraine and Israel continues which is impacting the UK economy. We are still in the process of embedding the new organisation structure which will probably take a few years. Our clients are on the brink with many in negative budgets despite doing all the right things they find they have nothing left to live on. This requires urgent action from the government.



We will be working closely as lead of housing and financial awareness with Local Motion Enfield. We will be hosting community forums to listen to the experiences and concerns of residents with a view to developing joint solutions.



We plan to continue to invest more in technology in order to keep pace with the hybrid working, client accessibility, etc.



We will continue to develop and invest in our people, encourage local people to volunteer with us whilst supporting the community to build capacity where possible via training workshops.



3 in 5
*People found it easier to
manage day-to-day*

We keep our fundraising strategy under review to position ourselves such that we can attract more diverse unrestricted funds. We are grateful for our funders who have continued to support us during the crisis and I know that 2024/25 will no doubt be full of different and interesting challenges

Our value to society

For **every £1** invested in our service in 2023/24, our service generated:

£3.03

in savings to
government and
public services
(fiscal benefits)

Total: £2,513,292

£18.68

in wider economic
and social benefits
(public value)

**Total:
£15,473,725**

£9.21

in financial value to
the people we help
(specific outcomes
to individuals)

Total: £7,631,858

Our value to the Enfield community

Our savings to the Local
Authority purse include:



£853,597 saved by
local government,
through reducing
homelessness

Maximising the income for
those we help prevents more
costly intervention.

This helps reduce financial
difficulty, promotes inclusion
and benefits the economy.

This is only one fraction of our
true value. We also:

- helped clients negotiate
local processes, such as CTS
scheme & housing
Allocations changes
- helped local authority rent
and council tax arrears to be
rescheduled, and reduce the
associated administrative
costs

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:

London Borough of Enfield

Christian Action

Citizens Advice National Office

British Gas Energy Trust

City Bridge Trust

Enfield Voluntary Action

Enfield Connections

Greater London Authority/London Legal Support Trust

Local Motion Enfield

North Middlesex Hospital

North Central London ICB

RSA Trust

Trust for London

UK Government (Household Support Fund)

All our Trustees, 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 2024

ENFIELD CITIZENS ADVICE BUREAU
(A Company limited by guarantee)

Contents

	Page
Legal and Administrative Information	1
Trustees' Report	2 to 4
Auditors Report to the Trustees	5 to 7
Statement of Financial Activities	8
Balance Sheet	9
Cash Flow Statement	10
Notes to the Financial Statements	11 to 17

ENFIELD CITIZENS ADVICE BUREAU
(A Company limited by guarantee)

Directors and Trustees:		J G Hopwood R Choudhury (to Feb 2024) C Byamukama M Rodin (Treasurer) J Hecker A Chakraborty J P Daniel T Edghill A Shah (to April 2023) E D Appleby J J Donnelly J Byrne (from Sept 2023 to Nov 2023) S D Burr (Chair, appointed Apr 2024) S Avanzato (from Nov 2023 to Sept 2024)
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 2024

The trustees present their report and financial statements for the year ended 31 March 2024. 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 2024 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 15 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 other 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. We have 2 councillor representatives on our board.

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 256 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

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

Client-centred advice

Provide advice fit for the future. Improve the experience people have when they come to us for help,

Strong voice in the community;

position ourselves as the leading organisation for bringing local insights to the spotlight for those who have no voice

Advocacy:

We will ensure that the way we design, and cost services takes account of the needs of the intersectionality of disadvantaged groups

Inclusive Access:

We will use digital channels to improve access to our services, for those who may find it difficult to travel to our office

Organisational health:

We will ensure that we attract and retain a quality diverse workforce and focus on multiple different streams of income.

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Directors' and Trustees' Report for the year ended 31 March 2024 (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.

Strategic Report

Achievements and performance

Citizens Advice Enfield helped 5,969 people to resolve over 25,927 problems this year. Local people were helped to claim £5,522,109 in unclaimed benefits and other income and to manage repayments of over £17,300,047 debt.

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 donors 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 2025 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.

At the year end the charity held unrestricted, undesignated reserves of £325,176 (2023 : £301,932). Designated reserves comprise £150,000 (2023 : £150,000). In addition a further £116,746 (2023 : £256,057) was held in restricted funds.

Subsequent to the year end, trustees have been considering the levels of reserves held, which rose this year for a number of reasons, including unfilled staff positions and not being able to progress internal works to our offices. The contingency and designated funds will be increased in 2024/25 to cover rising costs and possible reductions in funding. Trustees will also revise the Reserves Policy to reflect these issues.

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 recognise that the cost of living crisis has severely affected our clients and the housing crisis has exacerbated it. As such we received funding from the UK Government via Enfield Council to support clients in a crisis to administer the Household support fund. We also received some funding from the GLA and London Legal Trust to provide advice to people facing a crisis. We will continue to invest in technology and training to ensure the service is able to respond to the new and emerging challenges in the social justice environment. We will continue to develop our work advising and supporting residents with housing and homelessness issues. We will continue our work with Enfield Connections to provide disability advice services. We will look at alternative fundraising options to ensure we are able to continue to diversify our funding base.

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 2024 (continued)

Statement of internal control

The local Citizens Advice trustee board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The local Citizens Advice hold joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and Data Protection Act 2018.

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.

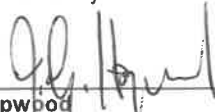
The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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 6 November 2024 and signed on its behalf by:



J Hopwood
Trustee/Chair during 2023/24

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 2024 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 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK)(ISAs(UK) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including 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.

An overview of the scope of our audit

We planned and performed our audit to enable us to form an opinion that the accounts are free from material error or misstatement. The limitation on control testing required the adopting of a transactional testing approach alongside substantive testing and analytical review to mitigate reduced controls.

Our assessment of material risks

Material risks are those matters that, in our professional judgment, were of most significance in our audit of the financial statements of the current period. They include the most significant risks of material misstatement (whether or not due to fraud) we identified, including those which had the greatest effect on: the overall audit strategy, the allocation of resources in the audit; and directing the efforts of the engagement team.

These matters are addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

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

(A company limited by guarantee)
(Continued)

We identified the following risk that we believe have had the greatest impact on audit strategy and scope:

Risk Area	Management / Trustee override of the Charitable Company's controls. Auditing Standards require us to communicate the fraud risk from management override of controls as significant. Management is in a unique position to perpetrate fraud because of their ability to manipulate accounting records and prepare fraudulent financial statements by overriding controls that otherwise appear to be operating effectively.
How we addressed the risk	In assessing the risk that accounting records and the financial statements are materially misstated through management overriding controls, we have performed the following procedures We reviewed journals entered by staff We reviewed bank transactions throughout the year and since the year end for material items or round sum amounts and evidenced these back to documentation We considered the appropriateness of the accounting policies and disclosures
Conclusion	Overall we are satisfied that the accounting records and financial statements are free from material misstatement in this respect.

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

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.

At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the Charitable Company and how management seek to comply with them. This helps us to make appropriate risk assessments. We focus on laws and regulations that could give rise to a material misstatement in the financial statements, including but not limited to, the Companies Act 2006, and UK tax legislation.

We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:

- Review of control set in place by management
- Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity exists
- Challenge of management assumptions in relation to accounting estimates, and
- Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

There are inherent limitations of an audit, hence there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements, or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we are less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



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

Date: 6 November 2024

ENFIELD CITIZENS ADVICE BUREAU

Company number 3626139

(A company limited by guarantee)

Statement of Financial Activities
including the Income & Expenditure account
For the year ended 31 March 2024

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Incoming Resources						
Donations		2,983			2,983	179
Charitable Activities	2	434,798		470,456	905,254	975,878
Investment Income - Bank Interest		12,824			12,824	5,207
Other Income		1,231			1,231	7
Total incoming resources		451,836	-	470,456	922,292	981,271
Resources Expended:						
Charitable activities	3,4	394,826		643,533	1,038,359	948,658
Total resources expended		394,826		643,533	1,038,359	948,658
Net Income/(Outgoing) Resources before transfers		57,010	-	(173,077)	(116,067)	32,613
Transfers between funds		(33,766)		33,766	-	-
Net movement in funds/Net income/ (expenditure) for the year						
Balance brought forward at 1 April 2023		301,932	150,000	256,057	707,989	675,376
Balance Carried Forward	11	325,176	150,000	116,746	591,922	707,989

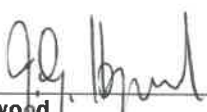
The notes on pages 11 to 17 form part of these accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Balance Sheet at 31 March 2024

	Notes	2024		2023	
		£	£	£	£
Fixed Assets					
Tangible assets	7		-		-
Current Assets					
Debtors	8	122,826		79,717	
Cash at bank and in hand		<u>753,415</u>		<u>869,484</u>	
		876,241		949,201	
Less Creditors: Amounts falling due within one year	9	<u>(196,698)</u>		<u>(162,404)</u>	
Net Current Assets			679,543		786,797
Total Assets Less Current Liabilities			<u>679,543</u>		<u>786,797</u>
Less Creditors: Amounts falling due after more than one year	10		(87,621)		(78,808)
Net Assets			<u>591,922</u>		<u>707,989</u>
Funds					
Unrestricted & Designated funds:					
Contingency funds			120,000		120,000
Designated funds			150,000		150,000
General funds			<u>205,176</u>		<u>181,932</u>
			475,176		451,932
Restricted fund	11		116,746		256,057
Total Funds	11		<u>591,922</u>		<u>707,989</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 6 November 2024, and were signed


J Hopwood
Trustee/Chair during 2023/24


M Rodin
Treasurer/Trustee

The notes on pages 11 to 17 form part of these accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Net cash inflow/(outflow) from operating activities	16	(128,893)	11,710
Returns on investments and servicing of finance	17	12,824	5,207
Increase/(decrease) in cash in the period		<u>(116,069)</u>	<u>16,917</u>
Reconciliation of net cash flow to movement in net debt			
Increase/(decrease) in cash in the period	18	<u>(116,069)</u>	<u>16,917</u>
Movement in net debt in the period		(116,069)	16,917
Cash and Cash Equivalents at the start of the Year		<u>869,484</u>	<u>852,567</u>
Cash and Cash Equivalents at the end of the Year		<u>753,415</u>	<u>869,484</u>

The notes on pages 11-17 form part of the accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the accounts for the year ended 31 March 2024

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 2019)-(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. There are no material uncertainties noted during the decision process.

(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 2024

(f) Pensions (Contd)

The organisation also participates in a multi-employer defined benefit pension scheme. Details to this are in Note 13 and the annexe to the accounts.

(g) Redundancy

Redundancy is paid in accordance with individual contracts. If not detailed in contracts, redundancy is paid in accordance with Statutory requirements.

(h) 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.

(i)

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.

(j) 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 £	2024 Total £	2023 Total £
L.B. Enfield - Core	340,000		340,000	342,230
L.B. Enfield - Adviceline Grant	15,000		15,000	-
L.B. Enfield-Childrens Centre		45,000	45,000	45,000
L.B. Enfield - COVID 19 Fund		3,384	3,384	3,384
L.B. Enfield-Housing Project		25,000	25,000	50,000
L.B. Enfield - Food			-	18,000
L.B. Enfield - GRT Bulgarian			-	60,000
Trussell Trust - Foodbank		33,868	33,868	-
National Citizens Advice-Remote Advice	49,500		49,500	-
National Citziens Advice - Energy Advice Project	263		263	-
The Mercers Trust			-	3,500
Thames Water Trust			-	38,208
The Henry Smith Charity			-	40,000
Enfield Voluntary Action-Debt Advice		36,490	36,490	35,262
Enfield Voluntary Action-GP Outreach			-	10,000
Enfield Voluntary Action - Health & Wellbeing	500		500	-
RSA Trust / Ordnance Library		12,395	12,395	7,000
North Middx. Hospital-HIV Project		16,000	16,000	9,000
Christian Action		13,406	13,406	13,406
Home Office-Brexit Project			-	8,484
Trust for London		33,000	33,000	34,250
Local Motion	10,850		10,850	-
GLA - Food Roots		2,790	2,790	-
CityBridge		40,000	40,000	20,000
BGET/FINC		88,769	88,769	35,114
Disability Advice		61,039	61,039	61,040
GLA /LLST - Crisis Prevention		49,500	49,500	8,000
N.C. London ICB - SES Mind		25,000	25,000	134,000
	416,113	485,641	901,754	975,878

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2024

3) Costs of charitable activities - by fund type

	Unrestricted funds	Restricted funds	2024 Total	2023 Total
	£	£	£	£
L.B. Enfield - Core	328,970		328,970	384,101
L.B. Enfield - Childrens Centre		44,338	44,338	53,937
L.B. Enfield - Disability Project		32,473	32,473	-
L.B. Enfield - Housing Project		43,297	43,297	49,443
L.B. Enfield -Adviceline	15,000		15,000	-
L.B. Enfield - Food		16,409	16,409	4,549
L.B. Enfield - GRT Bulgarian Help to Claim		33,759	33,759	26,241
National Citizens Advice-Remote Advice	49,500	5,763	5,763	-
Christian Action Housing		10,193	10,193	12,784
HIV/Aids Project		22,326	22,326	21,027
Enfield Voluntary Action-GP Outreach			-	51,468
Enfield Voluntary Action-Debt Advice		56,698	56,698	25,604
Enfield Voluntary Action - Cancer Project		10,000	10,000	-
Enfield Voluntary Project - Long COVID		15,220	15,220	13,320
Thames Water Trust			-	44,770
Trussell Trust - Foodbank		29,320	29,320	-
Trust for London		31,723	31,723	30,211
RSA Trust / Ordnance Library		8,917	8,917	1,414
CityBridge		40,993	40,993	-
The Henry Smith Charity			-	32,327
The Mercers Trust			-	7,127
Home Office-Brexit Project		9,500	9,500	8,621
BGET/FINC		118,652	118,652	2,700
Disability Advice		50,693	50,693	83,265
GLA /LLST - Crisis Prevention		40,066	40,066	7,439
N.C. London ICB - SES Mind		23,193	23,193	88,310
Local Motion	1,356		1,356	
	394,826	643,533	1,038,359	948,658

4) Costs of charitable activities - by activity

	Grant Funding/ Operational Services	2024 Total	2023 Total
	£	£	£
Core/Operational and General		-	
Advisory Services	382,701	382,701	362,458
Project Specific Advisory Services	643,533	643,533	564,557
Charity Shop Costs	-	-	-
Governance Costs (Note 5)	12,125	12,125	21,643
	1,038,359	1,038,359	948,658

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2024

5) Governance

	Unrestricted funds	2024 Total	2023 Total
	£	£	£
Auditors Remuneration	8,760	8,760	4,200
Legal & Professional Fees	2,912	2,912	513
Bad debts		-	13,647
Other	453	453	3,283
	<u>12,125</u>	<u>12,125</u>	<u>21,643</u>

6) Staff costs

	2024 Total	2023 Total
	£	£
Wages and salaries	749,436	641,123
Social security costs	61,920	58,197
Pension costs	39,926	16,596
	<u>851,282</u>	<u>715,916</u>

No employee received emoluments of more than £60,000 (2023: Nil).

No trustee received any remuneration or expenses in respect of their role as trustee.

The average monthly number of full time equivalent employees was 24 (2023: 21).

This includes the CEO, four managers (2023: 5) and 16 Project & Support staff (2023: 20)

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 £47,127 (2023: £46,595).

Included in Wages & Salaries are redundancy costs of £27,201 (2023: £nil).

7) Fixed Assets

	Fixtures, Fittings & Equipment	Total
	£	£
Cost		
At 1 April 2023	81,972	81,972
Additions in year	-	-
At 31 March 2024	<u>81,972</u>	<u>81,972</u>
Depreciation		
At 1 April 2023	81,972	81,972
Charge for the year	-	-
At 31 March 2024	<u>81,972</u>	<u>81,972</u>
Net Book Value 31 March 2024	<u>-</u>	<u>-</u>
Net Book Value 31 March 2023	<u>-</u>	<u>-</u>

8) Debtors

	2024 £	2023 £
Trade Debtors	79,129	52,153
Other Debtors and Prepayments	43,697	27,564
	<u>122,826</u>	<u>79,717</u>

ENFIELD CITIZENS ADVICE BUREAU
Notes to the accounts for the year ended 31 March 2024

9) Creditors: Amounts due within one year

	£	£
Trade Creditors	34,561	735
Other Creditors & social security	49,015	73,762
Accruals and Deferred Income	113,122	87,907
	<u>196,698</u>	<u>162,404</u>

10) Creditors: Amounts more than one year

	£	£
Pension Liability (Refer Note 14)	<u>87,621</u>	<u>78,808</u>

11) Restricted Funds

	Movement of Resources		Transfer (to)/		
	Balance	Incoming	Outgoing	from	Balance
	01/04/2023			Unrestricted	31/03/2024
	£	£	£	Funds	£
L.B. Enfield - Childrens Centre	-	45,000	44,338		662
L.B. Enfield - Disability Project	2,434	30,039	32,473		-
L.B. Enfield - Housing Project	18,344	25,000	43,297	(47)	-
L.B. Enfield - Food	13,451		16,409	2,958	-
L.B. Enfield - GRT Bulgarian	33,759		33,759		-
Help to Claim	5,763		5,763		-
The Henry Smith Charity	8,598				8,598
RSA Trust / Ordnance Library	11,292	12,395	8,917		14,770
Christian Action	3,430	13,406	10,193		6,643
Enfield Community Transport	2,192				2,192
Home Office-Brexit Project	9,500		9,500		-
Enfield Voluntary Action-Debt Advice	27,128	36,490	56,698		6,920
Enfield Voluntary Action - Cancer Project	10,000		10,000		-
Enfield Voluntary Project - Long COVID					
DI Grant	-	3,384	15,220	11,836	-
Thomas Deane	7,000			(7,000)	-
Trussell Trust - Foodbank	-	33,868	29,320		4,548
North Middx.Hospital-HIVProject	-	16,000	22,326	6,326	-
Trust for London	4,501	33,000	31,723		5,778
City Bridge	20,000	40,000	40,993		19,007
BGET/FINC	32,414	88,769	118,652		2,531
Disability Advice	-	31,000	50,693	19,693	-
GLA /LLST - Crisis Prevention	561	49,500	40,066		9,995
GLA - Food Roots		2,790			2,790
N.C. London ICB - SES Mind	45,690	25,000	23,193		47,497
	<u>256,057</u>	<u>485,641</u>	<u>643,533</u>	<u>33,766</u>	<u>131,931</u>

Transfers from Unrestricted funds are to balance spending in excess of project restricted funding.
Transfers to Unrestricted funds are tidying up old funds / minor balances.

12) Analysis of Assets by Fund

	Unrestricted	Designated	Restricted	Total
	Funds	Funds	Funds	
	£		£	£
Tangible Fixed Assets	-	-	-	-
Net Current Assets	387,541	150,000	142,002	679,543
Creditors due after more than one year	(87,621)			(87,621)
	<u>299,920</u>	<u>150,000</u>	<u>142,002</u>	<u>591,922</u>

ENFIELD CITIZENS ADVICE BUREAU
Notes to the accounts for the year ended 31 March 2024

13)

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 - 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.

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

RSA Trust / Ordnance Road

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

Trust for London - Housing advice.

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

Enfield Voluntary Action - GP Social Prescribing Project

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.

14)

Pension and other post retirement benefits

The charity participates in the National Association of Citizens Advice Bureaux Pension & 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 2024 by a qualified independent actuary, based upon membership data as at 31 March 2022 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 £7,500. The liability to the organisation is as noted in Note 10 in the accounts.

15)

Related Party Transactions

There were no transactions with related parties in 2024 or 2023.

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			
		2024		2023
		£		£
	Net (outgoing)/incoming resources	(116,067)		32,613
	Depreciation charges	-		2,416
	Interest received	(12,824)		(5,207)
	(Increase)/Decrease in debtors	(43,109)		28,928
	(Decrease)/Increase in creditors	43,107		(47,040)
	Fixed Assets Additions	-		-
	Net cash inflow/(outflow) from operating activities	<u>(128,893)</u>		<u>11,710</u>
17	ANALYSIS OF CASH FLOWS FOR HEADINGS NETTED IN THE CASH FLOW STATEMENT			
		2024		2023
		£		£
	Returns on investments and servicing of finance			
	Interest received	<u>12,824</u>		<u>5,207</u>
	Net cash inflow for returns on investments and servicing of finance	<u>12,824</u>		<u>5,207</u>
18	ANALYSIS OF CHANGES IN CASH AND CASH EQUIVALENTS			
		At 1.4.23	Cash flow	At 31.3.24
		£	£	£
	Net Cash:			
	Cash at bank	<u>869,484</u>	<u>(116,069)</u>	<u>753,415</u>
	Total	<u>852,567</u>	<u>(116,069)</u>	<u>753,415</u>
19	ANALYSIS OF DEFERRED INCOME			
		2024		2023
		£		£
	(Grants received deferred over the life of the projects)			
	L B Enfield - Training Matter	5,000		5,000
	L B Enfield - HUB/WASH	5,000		5,000
	2022-23 Foodbank Grant			3,500
	RSA Trust			12,395
	Co-op Community Fund	2,674		2,674
	L.B. Enfield - Housing Legal Services			25,000
	Other Projects & Operational Grants	<u>2,202</u>		<u>2,202</u>
		<u>14,876</u>		<u>55,771</u>

ENFIELD CITIZENS ADVICE BUREAU

**(A Company Limited by Guarantee)
No: 3626139**

REGISTERED CHARITY NUMBER 1072841

**TRUSTEES REPORT AND FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024**

ENFIELD CITIZENS ADVICE BUREAU
(A Company limited by guarantee)

Contents

	Page
Legal and Administrative Information	1
Trustees' Report	2 to 4
Auditors Report to the Trustees	5 to 7
Statement of Financial Activities	8
Balance Sheet	9
Cash Flow Statement	10
Notes to the Financial Statements	11 to 17

ENFIELD CITIZENS ADVICE BUREAU
(A Company limited by guarantee)

Directors and Trustees:		J G Hopwood R Choudhury (to Feb 2024) C Byamukama M Rodin (Treasurer) J Hecker A Chakraborty J P Daniel T Edghill A Shah (to April 2023) E D Appleby J J Donnelly J Byrne (from Sept 2023 to Nov 2023) S D Burr (Chair, appointed Apr 2024) S Avanzato (from Nov 2023 to Sept 2024)
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 2024

The trustees present their report and financial statements for the year ended 31 March 2024. 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 2024 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 15 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 other 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. We have 2 councillor representatives on our board.

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 256 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

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

Client-centred advice

Provide advice fit for the future. Improve the experience people have when they come to us for help,

Strong voice in the community;

position ourselves as the leading organisation for bringing local insights to the spotlight for those who have no voice

Advocacy:

We will ensure that the way we design, and cost services takes account of the needs of the intersectionality of disadvantaged groups

Inclusive Access:

We will use digital channels to improve access to our services, for those who may find it difficult to travel to our office

Organisational health:

We will ensure that we attract and retain a quality diverse workforce and focus on multiple different streams of income.

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Directors' and Trustees' Report for the year ended 31 March 2024 (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.

Strategic Report

Achievements and performance

Citizens Advice Enfield helped 5,969 people to resolve over 25,927 problems this year. Local people were helped to claim £5,522,109 in unclaimed benefits and other income and to manage repayments of over £17,300,047 debt.

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 donors 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 2025 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.

At the year end the charity held unrestricted, undesignated reserves of £325,176 (2023 : £301,932). Designated reserves comprise £150,000 (2023 : £150,000). In addition a further £116,746 (2023 : £256,057) was held in restricted funds.

Subsequent to the year end, trustees have been considering the levels of reserves held, which rose this year for a number of reasons, including unfilled staff positions and not being able to progress internal works to our offices. The contingency and designated funds will be increased in 2024/25 to cover rising costs and possible reductions in funding. Trustees will also revise the Reserves Policy to reflect these issues.

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 recognise that the cost of living crisis has severely affected our clients and the housing crisis has exacerbated it. As such we received funding from the UK Government via Enfield Council to support clients in a crisis to administer the Household support fund. We also received some funding from the GLA and London Legal Trust to provide advice to people facing a crisis. We will continue to invest in technology and training to ensure the service is able to respond to the new and emerging challenges in the social justice environment. We will continue to develop our work advising and supporting residents with housing and homelessness issues. We will continue our work with Enfield Connections to provide disability advice services. We will look at alternative fundraising options to ensure we are able to continue to diversify our funding base.

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 2024 (continued)

Statement of internal control

The local Citizens Advice trustee board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The local Citizens Advice hold joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and Data Protection Act 2018.

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.

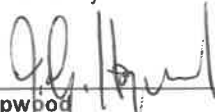
The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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 6 November 2024 and signed on its behalf by:



J Hopwood
Trustee/Chair during 2023/24

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 2024 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 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including 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.

An overview of the scope of our audit

We planned and performed our audit to enable us to form an opinion that the accounts are free from material error or misstatement. The limitation on control testing required the adopting of a transactional testing approach alongside substantive testing and analytical review to mitigate reduced controls.

Our assessment of material risks

Material risks are those matters that, in our professional judgment, were of most significance in our audit of the financial statements of the current period. They include the most significant risks of material misstatement (whether or not due to fraud) we identified, including those which had the greatest effect on: the overall audit strategy, the allocation of resources in the audit; and directing the efforts of the engagement team.

These matters are addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.

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

(A company limited by guarantee)
(Continued)

We identified the following risk that we believe have had the greatest impact on audit strategy and scope:

Risk Area	Management / Trustee override of the Charitable Company's controls. Auditing Standards require us to communicate the fraud risk from management override of controls as significant. Management is in a unique position to perpetrate fraud because of their ability to manipulate accounting records and prepare fraudulent financial statements by overriding controls that otherwise appear to be operating effectively.
How we addressed the risk	In assessing the risk that accounting records and the financial statements are materially misstated through management overriding controls, we have performed the following procedures We reviewed journals entered by staff We reviewed bank transactions throughout the year and since the year end for material items or round sum amounts and evidenced these back to documentation We considered the appropriateness of the accounting policies and disclosures
Conclusion	Overall we are satisfied that the accounting records and financial statements are free from material misstatement in this respect.

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

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.

At the planning stage of the audit we gain an understanding of the laws and regulations which apply to the Charitable Company and how management seek to comply with them. This helps us to make appropriate risk assessments. We focus on laws and regulations that could give rise to a material misstatement in the financial statements, including but not limited to, the Companies Act 2006, and UK tax legislation.

We assess the risk of material misstatement in the financial statements including as a result of fraud and undertake procedures including:

- Review of control set in place by management
- Enquiry of management as to whether they consider fraud or other irregularities may have occurred or where such opportunity exists
- Challenge of management assumptions in relation to accounting estimates, and
- Identification and testing of journal entries, particularly those which may appear to be unusual by size or nature.

There are inherent limitations of an audit, hence there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements, or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we are less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose.

To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



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

Date: 6 November 2024

ENFIELD CITIZENS ADVICE BUREAU

Company number 3626139

(A company limited by guarantee)

Statement of Financial Activities
including the Income & Expenditure account
For the year ended 31 March 2024

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Incoming Resources						
Donations		2,983			2,983	179
Charitable Activities	2	434,798		470,456	905,254	975,878
Investment Income - Bank Interest		12,824			12,824	5,207
Other Income		1,231			1,231	7
Total incoming resources		451,836	-	470,456	922,292	981,271
Resources Expended:						
Charitable activities	3,4	394,826		643,533	1,038,359	948,658
Total resources expended		394,826		643,533	1,038,359	948,658
Net Income/(Outgoing) Resources before transfers		57,010	-	(173,077)	(116,067)	32,613
Transfers between funds		(33,766)		33,766	-	-
Net movement in funds/Net income/ (expenditure) for the year						
Balance brought forward at 1 April 2023		301,932	150,000	256,057	707,989	675,376
Balance Carried Forward	11	325,176	150,000	116,746	591,922	707,989

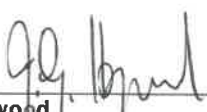
The notes on pages 11 to 17 form part of these accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Balance Sheet at 31 March 2024

	Notes	2024		2023	
		£	£	£	£
Fixed Assets					
Tangible assets	7		-		-
Current Assets					
Debtors	8	122,826		79,717	
Cash at bank and in hand		<u>753,415</u>		<u>869,484</u>	
		876,241		949,201	
Less Creditors: Amounts falling due within one year	9	<u>(196,698)</u>		<u>(162,404)</u>	
Net Current Assets			679,543		786,797
Total Assets Less Current Liabilities			<u>679,543</u>		<u>786,797</u>
Less Creditors: Amounts falling due after more than one year	10		(87,621)		(78,808)
Net Assets			<u>591,922</u>		<u>707,989</u>
Funds					
Unrestricted & Designated funds:					
Contingency funds			120,000		120,000
Designated funds			150,000		150,000
General funds			<u>205,176</u>		<u>181,932</u>
			475,176		451,932
Restricted fund	11		116,746		256,057
Total Funds	11		<u>591,922</u>		<u>707,989</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 6 November 2024, and were signed


J Hopwood
Trustee/Chair during 2023/24


M Rodin
Treasurer/Trustee

The notes on pages 11 to 17 form part of these accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
CASHFLOW STATEMENT FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Net cash inflow/(outflow) from operating activities	16	(128,893)	11,710
Returns on investments and servicing of finance	17	12,824	5,207
Increase/(decrease) in cash in the period		<u>(116,069)</u>	<u>16,917</u>
Reconciliation of net cash flow to movement in net debt			
Increase/(decrease) in cash in the period	18	<u>(116,069)</u>	<u>16,917</u>
Movement in net debt in the period		(116,069)	16,917
Cash and Cash Equivalents at the start of the Year		<u>869,484</u>	<u>852,567</u>
Cash and Cash Equivalents at the end of the Year		<u>753,415</u>	<u>869,484</u>

The notes on pages 11-17 form part of the accounts

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the accounts for the year ended 31 March 2024

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 2019)-(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. There are no material uncertainties noted during the decision process.

(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 2024

(f) Pensions (Contd)

The organisation also participates in a multi-employer defined benefit pension scheme. Details to this are in Note 13 and the annexe to the accounts.

(g) Redundancy

Redundancy is paid in accordance with individual contracts. If not detailed in contracts, redundancy is paid in accordance with Statutory requirements.

(h) 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.

(i)

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.

(j) 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 £	2024 Total £	2023 Total £
L.B. Enfield - Core	340,000		340,000	342,230
L.B. Enfield - Adviceline Grant	15,000		15,000	-
L.B. Enfield-Childrens Centre		45,000	45,000	45,000
L.B. Enfield - COVID 19 Fund		3,384	3,384	3,384
L.B. Enfield-Housing Project		25,000	25,000	50,000
L.B. Enfield - Food			-	18,000
L.B. Enfield - GRT Bulgarian			-	60,000
Trussell Trust - Foodbank		33,868	33,868	-
National Citizens Advice-Remote Advice	49,500		49,500	-
National Citizens Advice - Energy Advice Project	263		263	-
The Mercers Trust			-	3,500
Thames Water Trust			-	38,208
The Henry Smith Charity			-	40,000
Enfield Voluntary Action-Debt Advice		36,490	36,490	35,262
Enfield Voluntary Action-GP Outreach			-	10,000
Enfield Voluntary Action - Health & Wellbeing	500		500	-
RSA Trust / Ordnance Library		12,395	12,395	7,000
North Middx. Hospital-HIV Project		16,000	16,000	9,000
Christian Action		13,406	13,406	13,406
Home Office-Brexit Project			-	8,484
Trust for London		33,000	33,000	34,250
Local Motion	10,850		10,850	-
GLA - Food Roots		2,790	2,790	-
CityBridge		40,000	40,000	20,000
BGET/FINC		88,769	88,769	35,114
Disability Advice		61,039	61,039	61,040
GLA /LLST - Crisis Prevention		49,500	49,500	8,000
N.C. London ICB - SES Mind		25,000	25,000	134,000
	416,113	485,641	901,754	975,878

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2024

3) Costs of charitable activities - by fund type

	Unrestricted funds	Restricted funds	2024 Total	2023 Total
	£	£	£	£
L.B. Enfield - Core	328,970		328,970	384,101
L.B. Enfield - Childrens Centre		44,338	44,338	53,937
L.B. Enfield - Disability Project		32,473	32,473	-
L.B. Enfield - Housing Project		43,297	43,297	49,443
L.B. Enfield -Adviceline	15,000		15,000	-
L.B. Enfield - Food		16,409	16,409	4,549
L.B. Enfield - GRT Bulgarian Help to Claim		33,759	33,759	26,241
		5,763	5,763	
National Citizens Advice-Remote Advice	49,500		49,500	-
Christian Action Housing		10,193	10,193	12,784
HIV/Aids Project		22,326	22,326	21,027
Enfield Voluntary Action-GP Outreach			-	51,468
Enfield Voluntary Action-Debt Advice		56,698	56,698	25,604
Enfield Voluntary Action - Cancer Project		10,000	10,000	-
Enfield Voluntary Project - Long COVID		15,220	15,220	13,320
Thames Water Trust			-	44,770
Trussell Trust - Foodbank		29,320	29,320	-
Trust for London		31,723	31,723	30,211
RSA Trust / Ordnance Library		8,917	8,917	1,414
CityBridge		40,993	40,993	-
The Henry Smith Charity			-	32,327
The Mercers Trust			-	7,127
Home Office-Brexit Project		9,500	9,500	8,621
BGET/FINC		118,652	118,652	2,700
Disability Advice		50,693	50,693	83,265
GLA /LLST - Crisis Prevention		40,066	40,066	7,439
N.C. London ICB - SES Mind		23,193	23,193	88,310
Local Motion	1,356		1,356	
	394,826	643,533	1,038,359	948,658

4) Costs of charitable activities - by activity

	Grant Funding/ Operational Services	2024 Total	2023 Total
	£	£	£
Core/Operational and General		-	
Advisory Services	382,701	382,701	362,458
Project Specific Advisory Services	643,533	643,533	564,557
Charity Shop Costs	-	-	-
Governance Costs (Note 5)	12,125	12,125	21,643
	1,038,359	1,038,359	948,658

ENFIELD CITIZENS ADVICE BUREAU
(A company limited by guarantee)
Notes to the Accounts for the year ended 31 March 2024

5) Governance

	Unrestricted funds	2024 Total	2023 Total
	£	£	£
Auditors Remuneration	8,760	8,760	4,200
Legal & Professional Fees	2,912	2,912	513
Bad debts		-	13,647
Other	453	453	3,283
	<u>12,125</u>	<u>12,125</u>	<u>21,643</u>

6) Staff costs

	2024 Total	2023 Total
	£	£
Wages and salaries	749,436	641,123
Social security costs	61,920	58,197
Pension costs	39,926	16,596
	<u>851,282</u>	<u>715,916</u>

No employee received emoluments of more than £60,000 (2023: Nil).

No trustee received any remuneration or expenses in respect of their role as trustee.

The average monthly number of full time equivalent employees was 24 (2023: 21).

This includes the CEO, four managers (2023: 5) and 16 Project & Support staff (2023: 20)

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 £47,127 (2023: £46,595).

Included in Wages & Salaries are redundancy costs of £27,201 (2023: £nil).

7) Fixed Assets

	Fixtures, Fittings & Equipment	Total
	£	£
Cost		
At 1 April 2023	81,972	81,972
Additions in year	-	-
At 31 March 2024	<u>81,972</u>	<u>81,972</u>
Depreciation		
At 1 April 2023	81,972	81,972
Charge for the year	-	-
At 31 March 2024	<u>81,972</u>	<u>81,972</u>
Net Book Value 31 March 2024	<u>-</u>	<u>-</u>
Net Book Value 31 March 2023	<u>-</u>	<u>-</u>

8) Debtors

	2024 £	2023 £
Trade Debtors	79,129	52,153
Other Debtors and Prepayments	43,697	27,564
	<u>122,826</u>	<u>79,717</u>

ENFIELD CITIZENS ADVICE BUREAU
Notes to the accounts for the year ended 31 March 2024

9) Creditors: Amounts due within one year

	£	£
Trade Creditors	34,561	735
Other Creditors & social security	49,015	73,762
Accruals and Deferred Income	113,122	87,907
	<u>196,698</u>	<u>162,404</u>

10) Creditors: Amounts more than one year

	£	£
Pension Liability (Refer Note 14)	<u>87,621</u>	<u>78,808</u>

11) Restricted Funds

	Movement of Resources		Transfer (to)/		
	Balance	Incoming	Outgoing	from	Balance
	01/04/2023			Unrestricted	31/03/2024
	£	£	£	Funds	£
L.B. Enfield - Childrens Centre	-	45,000	44,338		662
L.B. Enfield - Disability Project	2,434	30,039	32,473		-
L.B. Enfield - Housing Project	18,344	25,000	43,297	(47)	-
L.B. Enfield - Food	13,451		16,409	2,958	-
L.B. Enfield - GRT Bulgarian	33,759		33,759		-
Help to Claim	5,763		5,763		-
The Henry Smith Charity	8,598				8,598
RSA Trust / Ordnance Library	11,292	12,395	8,917		14,770
Christian Action	3,430	13,406	10,193		6,643
Enfield Community Transport	2,192				2,192
Home Office-Brexit Project	9,500		9,500		-
Enfield Voluntary Action-Debt Advice	27,128	36,490	56,698		6,920
Enfield Voluntary Action - Cancer Project	10,000		10,000		-
Enfield Voluntary Project - Long COVID					
DI Grant	-	3,384	15,220	11,836	-
Thomas Deane	7,000			(7,000)	-
Trussell Trust - Foodbank	-	33,868	29,320		4,548
North Middx.Hospital-HIVProject	-	16,000	22,326	6,326	-
Trust for London	4,501	33,000	31,723		5,778
City Bridge	20,000	40,000	40,993		19,007
BGET/FINC	32,414	88,769	118,652		2,531
Disability Advice	-	31,000	50,693	19,693	-
GLA /LLST - Crisis Prevention	561	49,500	40,066		9,995
GLA - Food Roots		2,790			2,790
N.C. London ICB - SES Mind	45,690	25,000	23,193		47,497
	<u>256,057</u>	<u>485,641</u>	<u>643,533</u>	<u>33,766</u>	<u>131,931</u>

Transfers from Unrestricted funds are to balance spending in excess of project restricted funding.
Transfers to Unrestricted funds are tidying up old funds / minor balances.

12) Analysis of Assets by Fund

	Unrestricted	Designated	Restricted	Total
	Funds	Funds	Funds	
	£		£	£
Tangible Fixed Assets	-	-	-	-
Net Current Assets	387,541	150,000	142,002	679,543
Creditors due after more than one year	(87,621)			(87,621)
	<u>299,920</u>	<u>150,000</u>	<u>142,002</u>	<u>591,922</u>

ENFIELD CITIZENS ADVICE BUREAU
Notes to the accounts for the year ended 31 March 2024

13)

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 - 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.

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

RSA Trust / Ordnance Road

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

Trust for London - Housing advice.

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

Enfield Voluntary Action - GP Social Prescribing Project

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.

14)

Pension and other post retirement benefits

The charity participates in the National Association of Citizens Advice Bureaux Pension & 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 2024 by a qualified independent actuary, based upon membership data as at 31 March 2022 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 £7,500. The liability to the organisation is as noted in Note 10 in the accounts.

15)

Related Party Transactions

There were no transactions with related parties in 2024 or 2023.

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			
		2024	2023	
		£	£	
	Net (outgoing)/incoming resources	(116,067)	32,613	
	Depreciation charges	-	2,416	
	Interest received	(12,824)	(5,207)	
	(Increase)/Decrease in debtors	(43,109)	28,928	
	(Decrease)/Increase in creditors	43,107	(47,040)	
	Fixed Assets Additions	-	-	
	Net cash inflow/(outflow) from operating activities	<u>(128,893)</u>	<u>11,710</u>	
17	ANALYSIS OF CASH FLOWS FOR HEADINGS NETTED IN THE CASH FLOW STATEMENT			
		2024	2023	
	Returns on investments and servicing of finance	£	£	
	Interest received	<u>12,824</u>	<u>5,207</u>	
	Net cash inflow for returns on investments and servicing of finance	<u>12,824</u>	<u>5,207</u>	
18	ANALYSIS OF CHANGES IN CASH AND CASH EQUIVALENTS			
		At 1.4.23	Cash flow	At 31.3.24
		£	£	£
	Net Cash:			
	Cash at bank	<u>869,484</u>	<u>(116,069)</u>	<u>753,415</u>
	Total	<u>852,567</u>	<u>(116,069)</u>	<u>753,415</u>
19	ANALYSIS OF DEFERRED INCOME			
		2024	2023	
	(Grants received deferred over the life of the projects)	£	£	
	L B Enfield - Training Matter	5,000	5,000	
	L B Enfield - HUB/WASH	5,000	5,000	
	2022-23 Foodbank Grant		3,500	
	RSA Trust		12,395	
	Co-op Community Fund	2,674	2,674	
	L.B. Enfield - Housing Legal Services		25,000	
	Other Projects & Operational Grants	<u>2,202</u>	<u>2,202</u>	
		<u>14,876</u>	<u>55,771</u>	

