

Company number: 03324794
Charity Number: 1082193

East End Citizens Advice Bureaux
(A company limited by guarantee)

Report and financial statements
For the year ended 31 March 2023

East End Citizens Advice Bureaux

Contents

For the year ended 31 March 2023

Reference and administrative information	1
Trustees' annual report	3
Independent auditor's report	21
Statement of financial activities (incorporating an income and expenditure account)	25
Balance sheet	26
Statement of cash flows	27
Notes to the financial statements	28

East End Citizens Advice Bureaux

Reference and administrative information

For the year ended 31 March 2023

Company number 03324794

Charity number 1082193

Registered office and operational address 300 Mare Street
London
E8 1HE

Country of registration England & Wales

Country of incorporation United Kingdom

Trustees Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Chair David Ross JP
Joint Vice Chairs Jennifer Chung
Matthew Downer (appointed as Joint Vice Chair 30 November 2022)
Edward Fry (resigned 30 November 2022)

Muddassar Ahmed
Hazel Capper (resigned 14 September 2022)
Paul Everitt
Denise Halton
Stephanie Kleynhans (appointed 31 March 2023)
Yemi Mustapha (resigned 28 March 2023)
Councillor James Peters (Hackney)
Jeremy Shapiro (resigned 14 September 2022)
Nicholas Smith (appointed 31 March 2023)
Sharmin Takin
Daniel Tomlinson (resigned 6 July 2023)
Zoe Wilkins (appointed 31 March 2023)
Councillor Penelope Wrouth (Hackney) (appointed 31 March 2023)

Secretary Yasmin Alam

East End Citizens Advice Bureaux

Reference and administrative information

For the year ended 31 March 2023

Key management personnel	Yasmin Alam	Chief Executive
	Rashid Seedat	Project manager
	Georgia Walker	Service manager (resigned 26 August 2022)
	Andrew Skipper	Training and development manager
	Miles Metcalfe	IT manager
	Louise Skinner	Finance manager

Bankers

Barclays Bank plc
The Holloway & Kingsland Group
PO Box 3628
London E8 2JX

Auditor

RPG Crouch Chapman LLP
Chartered Accountants and Statutory Auditor
5th Floor, 14-16 Dowgate Hill
LONDON
EC4R 2SU

East End Citizens Advice Bureaux

Trustees' annual report

For the year ended 31 March 2023

The trustees (who are also directors of the charitable company for the purposes of the Companies Act) present their report and the audited financial statements for the year ended 31 March 2023.

Reference and administrative information set out on pages 1 and 2 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice – Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102 (effective 1 January 2019).

Since the company qualifies as small under section 383, the strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report Regulations 2013) is not needed.

Our vision, aims, objectives, and activities

Vision and aims

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

Our aim is to become the main hub for advice services in each of the three boroughs we serve. We interpret advice broadly to encompass preventative work and skills training as well as more traditional information, advice, and casework services. To achieve this aim, we will be working on the following goals which are explained further on the following pages:

- Meet the changing needs of our clients by providing accessible, high quality, holistic, person centred, advice and advocacy through empowerment, information, support, and casework.
- Support and develop our colleagues to empower them to meet the changing needs of our communities.
- Sustain, develop projects, and grow relationships with our stakeholders to flexibly meet the changing needs of our communities and to build resilience through co – design and co – production of services.
- Continue to strengthen and adapt our organisation through effective leadership, good governance and a commitment to Equality, Diversity, Inclusion and Wellbeing.
- Speak out for our communities and strengthen our relationship with them by influencing policy locally, regionally, and nationally.

Objectives and public benefit

The objectives for which the charitable company, East End Citizens Advice Bureaux (EECABx), also known as Citizens Advice East End, was established as defined in the Memorandum and Articles of Association, are the promotion of any charitable purposes for the public benefit by the

East End Citizens Advice Bureaux

Trustees' annual report

For the year ended 31 March 2023

advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress in particular, but without limitation, for the benefit of the community in Greater London and surrounding areas.

The charity's principal activity is the provision of information, advice and advocacy services within the London Boroughs of Hackney, Newham, and Tower Hamlets.

East End Citizens Advice Bureaux works together with local and national partners to provide accessible, high quality and holistic advice and information services, advocacy, and training to empower and enable our communities. Our clients' experiences guide us to try and influence policy at a local and national level.

The trustees review the aims, objectives, and activities of the charity each year. This report looks at what the charity has achieved and the outcomes of its work in the reporting period. The trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees to ensure that the charity's aims, objectives, and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set.

Overview of activities

The charity's main activities and who it tries to help are described below. All its charitable activities focus on providing advice and information to clients and are undertaken to further East End Citizens Advice Bureaux charitable purposes for the public benefit.

We provide free, confidential, and impartial services accessible to all. We help with problems involving welfare benefits, housing, debt, money management, employment, immigration, consumer and family and personal issues. Our clients are from some of the poorest and most deprived parts of the population.

Activities and performance

In 2022/2023, we helped 16,792 clients with over 36,239 issues. We generated a total amount of £25,411,065 income for our clients, £2,172,793 debts written off and £730,783 moved onto more manageable plans.

We continue to have capacity constraints and the excessive demand is generated in part because of the ongoing impact of the Government's Welfare Reform and in part due to the Covid-19

East End Citizens Advice Bureaux

Trustees' annual report

For the year ended 31 March 2023

pandemic and the cost-of-living crisis. There were thousands more requests for advice and information than we were able to meet, and more clients are presenting with multiple issues which requires complex casework and takes longer to resolve.

We carried out the following activities to enable us to meet our objectives:

- Services delivered face to face in offices and remotely in all three of our boroughs.
- Services delivered face to face or digitally at various outreach locations in our boroughs.
- Services delivered digitally and face to face to tenants of three housing associations.
- Specialist Employment advice delivered via the Whitechapel Legal Advice Clinic (WLAC).
- Skills and employment training through our volunteer training programme.
- Research, campaigns, and partnership working.

Service delivery

In addition to the values in the tables below for each office, one of the charity's we work with, who provides white goods and furniture, prefers to supply the items directly to clients and another has provided supermarket vouchers which we gave to Newham clients. These transactions do not result in a financial transaction recorded in this charity's financial records and they are not included in these figures.

Hackney

We have been unable to open our Hackney office due to problems with the building which are outside our control. We provided face-to-face services via the London Borough of Hackney Service Centre three days per week so that we could reach clients who prefer face to face advice or who are digitally excluded. In addition, we provided energy and food vouchers, and charity grants to help clients buy furniture and white goods. The number of clients seen, issues raised, income gains, energy and food vouchers provided, charity grants obtained, and debts written off are shown below and on the following page:

Hackney	2023	2022
Clients seen	6,051	11,944
Number of enquiries	14,192	19,127
Increase in income	9,255,840	6,288,280
Debt written off	1,236,684	534,030
Debt moved to payment plans	133,913	596,834
Energy vouchers – numbers	2,157	2,245
Energy vouchers – value £	109,336	100,454
Food vouchers – numbers	132	0
Food vouchers – value £	21,200	0

East End Citizens Advice Bureaux

Trustees' annual report

For the year ended 31 March 2023

Hackney (continued)	2023	2022
Charity grants – numbers	49	76
Charity grants – value £	21,564	30,110

A's story

A, a black British woman, suffering from depression and anxiety, contacted LB of Hackney Household Support Scheme who referred her to us. She was receiving Universal credit and paying £120 per month towards rent arrears of about £1,000 but could not pay her council tax bill of £110 per month. A was also struggling to top up her gas and electricity meters. We helped the client to apply for Discretionary Housing Payment to help with her rent arrears, and for Council Tax Reduction to help her pay the 15% of her council tax she is required to pay. We issued two £49 fuel vouchers to A and made another appointment to make an application to The Biscuit Fund for further help.

Newham

We provided a limited service in Newham in 2022/23 funded by grants from the Greater London Authority and Trusts and Foundations. We have been providing face-to-face appointments one day per week at our new office since January 2023. Again, we have not been able to open it full time due to problems with the building which are outside our control.

The number of clients seen, issues raised, income gains, energy and food vouchers provided, charity grants obtained, and debts written off are shown below:

Newham	2023	2022
Clients seen	2,086	8,476
Number of enquiries	6,571	15,335
Increase in income	1,264,506	5,195,921
Debt written off	691,929	286,260
Debt moved to payment plans	340,056	241,113
Charity grants – numbers	5	3
Charity grants – value £	690	800

We have been offering employment advice at our Newham offices for almost three years, funded by Trust for London. Unfortunately, this funding will end in the summer of 2023, and we are looking at ways of being able to continue the project. B was helped by our Trust for London project.

B's story

B had been working as a hotel receptionist since September 2018. Prior to going on maternity leave she had no issues with her workplace. B received statutory maternity pay between January

and October 2020. She was paid irregularly by cheque and continued to have problems with her pay and holiday pay. Her employer also declined to furlough her as one of the hotels she had worked at had been sold and the other hotel was being sold. B felt that her employer wanted her to resign and wanted advice about her options.

We submitted an appeal requesting a letter of dismissal as B had noticed her employer had been changed. We tried an early conciliation process which led to a tribunal claim because her employer did not respond. This resulted in a judgement in B's favour of unfair dismissal, wrongful dismissal, failure to pay holiday pay, deduction from wages, and failure to provide written reasons for dismissal. This resulted in a payment to B of £16,986.79.

Tower Hamlets

We offered a face-to-face service at our Tower Hamlets office for three to four days per week, the Aberfeldy Children's Centre one day per week and the new Tower Hamlets Town Hall one day per week. We also provided face to face appointments at Royal London Hospital, Mile End Hospital and Bow Community Mental Health Unit so that we could reach clients who would not otherwise be able to access our services. We work in partnership with thirteen other agencies in Tower Hamlets which enables us and them to cross refer clients where appropriate to improve client journeys.

The number of clients seen, issues raised, income gains, energy and food vouchers provided, charity grants obtained, and debts written off are shown below:

Tower Hamlets	2023	2022
Clients seen	8,655	13,020
Number of enquiries	15,476	20,000
Increase in income	14,890,719	13,443,636
Debt written off	244,180	591,475
Debt moved to payment plans	256,814	1,058,610
Energy vouchers – numbers	479	215
Energy vouchers – value £	22,862	10,283
Food vouchers – numbers	0	0
Food vouchers – value £	0	0
Charity grants – numbers	4	6
Charity grants – value £	1,400	1,125

C's story.

C was a Swedish citizen who came to the UK in 2005 and had settled status. She had three children, two of whom were dependent. C had been living in temporary accommodation since June 2022 but had rent arrears of almost £7,500. She worked part-time and earned approximately £900 per month. We discovered an error had been made by the housing benefit team resulting in an underpayment of almost £6,000. They paid the client the arrears of benefit,

which reduced her rent arrears, and corrected her claim for the future, making her remaining rent arrears much more manageable. C's landlord has stopped possession action.

Outreach services

We try to reach as many clients as possible, from all parts of our community by working in over 20 different venues across the East End in addition to our main advice centres in Hackney, Newham, and Tower Hamlets. These outreach services are delivered through Children Centres in Hackney, primary schools in Tower Hamlets, GP Health Centres, hospitals, Housing Associations, and estate-based community centres, as well as a variety of unique locations. We have been able to offer a face-to-face service in our co-locations, and we continue to offer support to residents digitally where clients prefer it.

One of our advisers attends the Woodberry Down estate two days per week and provides general advice to the tenants of Notting Hill Genesis Housing Association.

D's story

D had rent arrears of £7,832.88 and was taken to court by her landlord. The client was ordered to pay her full rent plus £100 per month towards the arrears but had breached the terms of the court order by £2,516.73 so the landlord took her to court again to apply for an eviction date.

The client's husband, who has mental health issues, moved out thirteen years ago, now lives in his own flat, and receives Housing Benefit in his own name. The problem was that the landlord had not taken his name off the tenancy.

The client thought her rent was £560 per month, based on her weekly rent multiplied by four, and asked us for help in applying for Discretionary Housing Payment.

We asked the housing officer to write to the Department of Work and Pensions to explain why they had not removed the husband's name from the tenancy, as this was preventing the client from receiving the full housing element of the benefit. We explained to the client that her monthly rent wasn't her weekly rent multiplied by four, but her weekly rent multiplied fifty-two weeks then divided by twelve. We also booked a further appointment to discuss debt options and an application for Personal Independence Payment since the client had disabilities.

One of our advisers visits the Renal and Urology Unit of the Royal London Hospital two days per week providing general advice to the patients of the unit.

E's story

E was a single man with end stage kidney failure. He lived in a private rented house of multiple occupation. E had his own room but had to share all the other facilities with the other tenants. The client was admitted to hospital and was recommended to have home dialysis, but his current accommodation was unsuitable for this. Dialysis patients need to maintain high standards of hygiene and need storage space for equipment. We advised E to claim Universal Credit which can include an amount for housing costs and after a few months, an additional amount for people who are not well enough to work. We also advised him to apply for Personal Independence Payment to help with his daily living costs. E felt that he could make these applications with the help of a friend. We helped him apply to join the Local Authority housing waiting list and advised him to obtain a letter from a medical professional to support his claim for priority on health grounds. We also advised him that he could apply to charities such as Kidney Care UK for help with furniture and white goods.

Another of our advisers has been visiting primary schools in Tower Hamlets for two days per week providing general advice to parents and carers of pupils. We plan to continue this service in 2023/24 and to extend it to schools in Hackney in 2023/24 funded by a three-year grant from City Bridge Trust.

F's story

F, a married Portuguese/Bengali citizen with three dependent children, had been unemployed due to Covid-19. He applied for Universal Credit, but his claim was not accepted because HMRC had given him someone else's National Insurance number in error, which flagged up a fraudulent claim. F rented privately and had to borrow money from friends and family to survive. He also relied on foodbanks. We made a charitable application to The Biscuit Fund who awarded £100, made a referral for a food delivery, and liaised with his landlord over his rent arrears. F wanted help with his Universal Credit claim. We appealed against the Universal Credit decision and complained to HMRC and the Department of Work and Pensions. Our appeal succeeded and the client received a backdated payment of £22,061. F found employment two months later.

Digital services

We continue to provide online money management and debt advice services to tenants of London & Quadrant Housing Association under a two-year contract to 31 March 2024 and from 2022/23, to tenants of Southern Housing Association. During the Covid-19 pandemic we found that over 90% of tenants attended appointments online compared with an attendance rate of around 60% for face-to-face appointments and this has continued. We therefore continue to offer mostly online appointments for this service although we do offer face to face appointments if preferred by the client. It has also proved easier to refill virtual appointment slots if an appointment is cancelled by a client at short notice, so we have fewer wasted slots.

Employment services via the Whitechapel Legal Advice Clinic (WLAC)

The Whitechapel Legal Advice Clinic has been sponsored for many years by Herbert Smith Freehills, a city firm of solicitors, who provide a donation which covers the cost of employing an employment solicitor for three days per week. The solicitor also supervises staff from Herbert Smith Freehills who provide pro bono advice via the clinic for two and a half hours once a week on Tuesday evenings which allows working clients to access our services.

G's story

G had two jobs, one full-time and one part-time at weekends. He was made redundant from his weekend job which paid him £100 per week. G felt that there had been an unfair selection for redundancy which might have been motivated because he raised health and safety concerns. We advised G on his rights, drafted particulars of claim, represented the client at a preliminary hearing and negotiated a settlement of £6,500 which the client was delighted with.

Skills and employment training

In addition to the support with budgeting and money management we provide to many of our clients we also provide money management workshops on request. One Housing asked us to provide eleven money management workshops face-to-face to tenants at their offices in London and digitally to their tenants in Bedford. Four sessions had been delivered at the year end.

During the year we employed six people on the Kickstart scheme. We retained two of them on a part-time basis to provide IT support after their placements ended and three of the other four moved into other employment.

During the year sixty volunteers moved onto other roles, sixteen moved into employment and six moved into, or continued, their higher education.

Research and campaigns and partnership working

Our research and campaign lead has been working with a small team of volunteers to carry out research and campaigns activities for the last year. Our data and statistics are analysed and monitored on a regular basis and shared internally and externally to inform all stakeholders of current issues and trends. The data is also used to demonstrate the impact of our work via bi-monthly and infographic reports to partners, local MPs, Mayors, and Councillors.

We contribute to any campaigns led by the National Citizens Advice team such as Big Energy Saving Week, Scam Awareness, and the Cost-of-Living Crisis, via social media content and contacting local MPs as guided by the national team.

East End Citizens Advice Bureaux

Trustees' annual report

For the year ended 31 March 2023

We carried out an evaluation of our Tower Hamlets Schools project in the form of focus groups and telephone interviews which has enabled us to use the learning to shape and further develop both our Tower Hamlets schools project and our Hackney schools project which will start in April 2023.

We also carried out a survey, data analysis and a thematic analysis from case studies to develop an insight into the impacts of the cost-of-living crisis within Hackney, Newham, and Tower Hamlets. This will also be shared with stakeholders.

We regularly take part in forums in all 3 boroughs in addition to our work with our three local authorities, for example:

- Department for Work and Pensions
- Hackney Food Poverty Alliance
- Neighbourhood Conversations (NHS and CCG Public Health)
- Newham Cost of Living Taskforce
- Welfare Rights forum (Tower Hamlets).

This participation enables us to work collaboratively, provide insight through our data and experiences and cascade our learning to better support clients. In the longer term it enables us to influence the design of future service provision so that it best meets the needs of our local communities.

Quality of advice

East End Citizens Advice Bureaux is committed to quality, and we have robust systems in place to ensure clients are receiving high quality advice services and outcomes.

We have a pool of Quality Control Assessors who check client files and conduct independent file reviews on a regular basis so that remedial action can be taken quickly if necessary. We work closely with our National Citizens Advice Assessor in managing the quality standards for the entire service. This has been extremely useful as the work of the internal assessors is checked and feedback is provided on a quarterly basis. Citizens Advice, as required by the membership scheme, is required to carry out annual client feedback surveys in addition to the internal feedback surveys and feedback through focus groups.

Through providing high quality advice, we have been successful in securing high volumes of financial and non-financial outcomes for our clients. Our client feedback surveys on delivery of services have been extremely positive and clearly present a demand for more Citizens Advice services.

Effective people management and good governance

We have a strong governance structure in place that ensures the adherence of all organisational legal requirements, policies, and procedures. Our Trustees and Senior Management Team possess extensive experience in all aspects of organisational leadership, effective delivery of services and financial control.

We are a people-based organisation putting the needs of our clients at the heart of all we do. We can manage change, respond quickly to service user needs, due to changes in law, and funder requirements. We have strong processes in place to support our paid staff and volunteers and to meet their development needs. Our Trustees undertake an annual skills audit to ensure their skills and expertise meet current organisational requirements as well as identifying any developmental needs.

Future plans

The Covid-19 pandemic and the cost-of-living crisis have increased demands for our advice services, at a time when rising costs and reduced funding opportunities are severely affecting our capacity to manage this increased demand.

We continue to work closely with our Local Authorities, Health Trusts and various other funders and partners to deliver services in line with our charitable objectives and Local Authority strategic plans. We have identified that many of our clients have health problems so we will be focusing on delivering outreach projects within health settings. We will also be continuing and expanding our work in local schools with families and carers to address high levels of child poverty.

Following data analysis, we are aware that clients need advice on a wide range of issues as well as financial support for energy bills, food and essential household items. In response to this we have secured, and will continue to secure, funding to enable us to distribute energy vouchers and financial support through Trusts and foundations and the government's household support allowance.

Our aim is for clients to be able to access our generalist, specialist advice and support services from a wide range of locations as well as via digital channels. This will require working in collaboration with other organisations as well as ensuring our own services are tailored towards clients' needs. We will continue to develop joint working processes to provide access to a range of public services for people who lack ability or find it difficult to navigate to them.

Our Strategic plan to deliver digital advice for people to increase accessibility to our services has been implemented following Covid-19, we are now delivering telephone, email and web-chat

support for some offices and services. We aim to develop our digital support to complement face-to-face services further in our future planning and development.

We are developing various evaluation mechanisms to ensure that we continue to demonstrate the impact of our services to our funders and strengthen our collaborative working with government agencies and health authorities. This work will also enable us to identify changing needs among our client demographic which we will feed into our future planning and service delivery models.

2023/24

We have the following seven main objectives for 2023/24:

- To embed the Person-Centred Approach Service into our Hackney core service and to collaborate with the local authority to embed it into their services, following our successful bid to extend our core funding for another three years to 31 March 2026.
- To extend our work with schools in all three boroughs to enable us to help tackle the high levels of child poverty that exists. This will enable us to reach clients who would not previously have contacted us but will require long term planning and resources.
- Seek funding from London Borough of Tower Hamlets from November 2023 to enable us to continue to deliver the Tower Hamlets Advice Partnership for another three years.
- Continue to improve and develop digital channels of service delivery to increase effective access to our services.
- Further strengthen our IT infrastructure and security systems.
- Develop a programme to put impact at the heart of our service and partnerships.
- Increase research and campaign work to identify, quantify and raise awareness of service need among our communities, to assist with the design of future services locally and to influence policy both regionally and nationally.

Sustaining and developing funding

Sustaining and developing our services is proving increasingly challenging due to reductions in public services and funding in real terms, at the same time as we are seeing an increasing need for our help. The impact of the cost-of-living crisis, debt, unemployment, housing, and health problems as well as a lack of digital, literacy and numeracy skills has also resulted in an increase in the complexity of the cases being presented to us.

The client statistical data presented in this report shows the demand on our services, the impact on our clients following our intervention and, clearly makes the case for sustaining and developing our services to meet the needs of the communities.

Fundraising

We receive funding from local authorities, health authorities, central government, housing associations, corporate donors and Trusts and Foundations. We identify funders who may be prepared to support our work and make applications to them following their application procedures and timescales, soliciting feedback on unsuccessful applications. The applications are prepared jointly by our research and campaigns officer and Chief Executive. We are usually only awarded grants or contracts after a rigorous selection process. We also solicit funds from organisations where we perceive a need for our services and think we can achieve positive outcomes. In October 2022, we took part in the Hackney Legal walk to raise funds for those most in need of financial support alongside advice in Hackney. We also created a fundraising campaign (which is ongoing) to raise money for those struggling to cope with the cost-of-living crisis. We do not carry out other fundraising activities and we do not solicit gifts from members of the public or clients to protect vulnerable people. Our service is free at the point of delivery. We are not members of any scheme for regulating fundraising and have not received any complaints about our fundraising activities.

Investment policy and performance

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Trustees is to invest the amount that it has available, and grants received in advance in short term bank deposits.

Financial review

The charity's results for the year are set out in the Statement of Financial Activities on page 26. The charity had net incoming resources on operational unrestricted funds of £10,529 for the year (2022 £9,005 net incoming resources on unrestricted funds). Together with the accumulated surplus brought forward from previous years, the actuarial gain on the defined benefit pension scheme following the change in discount rate from 2% to 4.8%, and transfers, the charity had an accumulated surplus on unrestricted funds of £540,439 (2022 £484,352). Restricted funds carried forward on 31 March 2023 amounted to £298,914 (2022 £521,663). This is sufficient for the activities for which the funds were provided.

Restricted funding received in 2022 to buy energy vouchers totalling £136,129 was carried forward at the end of 2022 and has been spent in 2023. We also received a capital grant in 2022 of £120,000 from LB of Newham of which £1,407 was spent in the year to 31 March 2022 and £17,864 was spent in the year to 31 March 2023. A decision was taken to use reserves of £49,459 to support our core services in Hackney and Tower Hamlets by providing a volunteer supervisor to support our Kickstart placement telephone assessors and volunteers so that we could increase the number of answered calls on our telephone service. This, coupled with a reduction in income received in advance, has resulted in a decrease in our restricted funds and

bank and cash balances from the exceptionally high levels at 31 March 2022, and a deficit on our restricted funds this year due to the timing of the recording of income and expenditure.

The charity received 64% of its funding from the London Boroughs of Hackney and Tower Hamlets (2022 49%), including energy voucher funding and funding which is passed onto partner organisations (2023 43% and 2022 21% excluding energy voucher funding and funding which is passed onto partner organisations). This funding was received by the charity both directly and via partnership working with other organisations to provide advice and support at its offices and at outreach sites.

The funding scene is becoming ever more challenging. We were awarded £140,752 extra funding from London Borough of Hackney and £47,500 from London Borough of Tower Hamlets, net of payments to partner organisations, to meet increased demand on our services. We were awarded a grant of £32,400 from London Borough of Hackney to provide food vouchers, and energy vouchers to clients with prepaid meters. We gained £90,000 from the Greater London Authority to assist clients across our three boroughs with the cost-of-living increases for a year starting in October 2022. We have been allocated funding for three years to support a full-time generalist adviser working in Hackney schools. This project started in April 2023. We have also been granted funding to enable us to continue our project in Tower Hamlets schools on a part time basis in 2023/24. We are also delighted that the London Borough of Hackney has extended our core contract for another three years at an increased rate of £260,000 per annum plus £15,000 per annum for our work in health settings.

The charity accrued in full the deficit reduction payments in respect of the NACAB defined benefit pension scheme of which East End CAB (Citizens Advice Bureau) is a member in 2016. Deficit reduction contributions of £22,800 were payable annually from 2011 for 20 years. The triennial valuation on 31 March 2019 revealed a further increase in the deficit of £129,728 using a discount rate of 2% and we were required to increase our contributions by 25% to £28,500 per annum and to make further contributions until March 2037. The actuaries have updated the discount rate in 2023 to 4.8% which has reduced the deficit by £45,558. Further details are given in note 25 on page 50.

Principal risks and uncertainties

The Trustees have assessed the principal risks to which East End CAB is exposed and are satisfied that systems are in place to mitigate our exposure to them. The Trustees recognise the potential financial risks on some of the bureaux services that are dependent on a single major funder. East End CAB is actively seeking to address the dependency by securing additional funding sources to support those services. We will endeavour to achieve this whilst providing the highest possible level of service to both our clients and funders.

The Trustees formally review risk on an annual basis and at regular intervals throughout the year across the following areas and did so during the year under review under the following main headings:

Compliance

Finance

Governance

External developments and relationships.

We have a business continuity plan that manages all the identified organisational risks and is reviewed on a regular basis.

Reserves policy and going concern

The trustees believe that East End Citizens Advice Bureaux should hold unrestricted reserves to ensure that the charity can continue to operate and meet the needs of its clients in the event of unforeseen circumstances. Given the vulnerability of many of our clients, our long-term ambition is to set aside sufficient liquid reserves to continue delivering essential services in the face of funding shortfalls, cash flow issues, and numerous other setbacks which might befall the organisation.

We would like to have sufficient cash reserves to cover the cost of maintaining a physical presence across all three boroughs should we lose funding from the relevant local authorities. Long-term, we also aim to build a development fund to enable us to be better able to respond to opportunities as they arise, including providing match funding if required, or to fund staff posts which are beneficial to the long-term strategy and resilience of the organisation, but which are not included in the agreed annual budget.

However, our immediate focus is to continue to deliver our much-needed core services whilst building our essential reserves, particularly those necessary to cover the cost of an orderly winding up of East End Citizens Advice Bureaux.

The current reserves policy comprises:

- Sufficient cash reserves to cover the cost of an orderly winding up of East End Citizens Advice Bureaux. During 2022/23, based on organisation headcount and employees' length of service, and including redundancy costs plus notice pay: £446,000.
- Sufficient cash reserves to ensure East End Citizens Advice Bureaux can meet its outgoings in the case of delayed payments, equivalent to the monthly expenditure against our largest grant: £22,000.

- Sufficient cash reserves for operational emergencies (flooding, heating failure, broken doors, or windows), some of which may be covered by insurance but might need immediate funds to address problems and/or involve an excess: £10,000.
- Sufficient cash reserves for unexpected operational costs which would impact upon service delivery, and which would require significant outlay. In particular: recruitment, IT costs (new server, new copier etc.) – £5,000.

This gives a total reserves policy target for liquid assets of £483,000.

In note 18, the analysis of net assets between funds, the charity's free reserves, the unrestricted funds less the unrestricted fixed assets are £539,980. However, this includes a £298,995 pension deficit, which is negative as it represents the discounted total liability arising from the need to make payments of £28,500 per annum from April 2021 until March 2037. The trustees are confident that, on current projections, the charity will be able to continue to fund this obligation out of cash reserves for the foreseeable future. The balance of unrestricted reserves is a positive £839,434 in general funds which shows total unrestricted reserves less the pension deficit is slightly more than the Trustees' reserves policy.

After making appropriate enquiries and after careful consideration of the charity's reserve position (above) and after cash flows and commitments, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Principal funding sources are shown in notes 2 and 3. Further details of grants receivable are given in note 6.

Structure, governance, management, and related parties

Constitution

East End Citizens Advice Bureaux, which also operates under the name of Citizens Advice East End, was formally created on 1 April 2004 following the merger of Hackney CAB, Newham CAB and Tower Hamlets CAB. It is a company limited by a guarantee and is a registered charity.

As part of the merger, Hackney CAB, a company limited by guarantee, changed its name to become East End Citizens Advice Bureaux. Newham CAB and Tower Hamlets CAB, both companies limited by guarantee, became dormant and were subsequently dissolved.

On 30 November 2013, the charity adopted a new Memorandum and Articles of Association which was agreed by the Charity Commission and registered with Companies House.

The company is governed by its Memorandum and Articles of Association and registered under the number 03324794. The company is registered as a charity under number 1082193. In the event of the company being wound up members are required to contribute an amount not exceeding £1. The total number of such guarantees on 31 March 2023 was 17 (2022: 15). The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Governance

The management of the charitable company is the responsibility of the Trustees who are elected and co-opted under the terms of its Articles of Association. Trustees are selected and recruited using a standard selection and recruitment process following a skills audit of the exiting Trustees.

At the time of appointment or co-option of a new Trustee, a skills analysis is undertaken, and a tailored induction and training programme is put in place.

Management

The charity is governed by a Board of Trustees who normally meet quarterly. A Human Resources and Finance Sub-committee, also meets quarterly and exists to further oversee the charity's financial position and decision making. A Governance Sub-committee meets quarterly to oversee the governance of the charity. A Remuneration Sub-committee also meets occasionally to review implementation of the Trustees' remuneration policy. The Trustees have delegated the day-to-day management of the charity to the Chief Executive who is also supported by a Senior Management Team, consisting of a project manager who oversees the specialist services and training and development, IT and finance managers who support the whole organisation. The three generalist services are run by two team leaders.

Remuneration policy for key management personnel

The trustees of the charity are Key Management Personnel and are not remunerated for their roles in this capacity. Any expenses reclaimed from the charity are set out in note 8 to the accounts. Other employed Key Management Personnel, who are the Senior Management Team (see note 8), receive a base salary, which is benchmarked against salaries in other London bureaux and nationally, and which is fixed by the Trustees. In addition, there may be a percentage for annual cost of living expense which is determined by the trustees before the year end. This is discretionary and the award of cost-of-living expense is very much dependent on the organisation's financial condition. Any proposals for remuneration increase for Key Management Personnel is forwarded to the Human Resources and Finance Sub Committee which consists of three trustees. They will consider the proposal and forward their recommendations to the Trustee

Board. The Trustee board take the final decision on salary increases for all staff at their quarterly meetings.

Related party relationships

The charity is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux. East End Citizens Advice Bureaux works closely and has contracts or service level agreements with other statutory and voluntary organisations, including:

- London Borough of Hackney
- London Borough of Tower Hamlets
- Barts Health NHS Trust
- East London NHS Foundation Trust
- Greater London Authority
- The Learning Trust

Statement of responsibilities of the trustees

The trustees (who are also directors of East End Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. 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:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

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

East End Citizens Advice Bureaux

Trustees' annual report

For the year ended 31 March 2023

assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are trustees, the directors of the charitable company, at the time when this Trustees' Report is approved has confirmed that:

- As far as that director is aware, there is no relevant audit information of which the charitable company's auditor is unaware.
- The director has taken all the steps that ought to have taken as a director in order to be aware of any relevant audit information and to establish that the auditor is aware of that information.

In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415A of the companies Act 2006.

The trustees' annual report has been approved by the trustees on 28 September 2023 and signed on their behalf on 28 September 2023 by:



David Ross JP
Chair

Independent auditor's report

To the members of

East End Citizens Advice Bureaux

Opinion

We have audited the financial statements of East End Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows 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 2023 and of its incoming resources and application of resources
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

In our evaluation of the trustees' conclusions, we considered the risks associated with the charity's business model, including the effects arising from macro-economic uncertainties such as COVID-19 and analysed how those risks might affect the charity's financial resources or ability to continue operations over the period of twelve months from the date when the financial statements are authorised for issue. In accordance with the above, we have nothing to report in these respects. However, as we cannot predict all future events or conditions and as subsequent events

Independent auditor's report

To the members of

East End Citizens Advice Bureaux

may result in outcomes that are inconsistent with judgements that were reasonable at the time they were made, the absence of reference to a material uncertainty in this auditor's report is not a guarantee that the charity will continue in operation.

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other

information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Capability of the audit to detect irregularities including fraud

We gained an understanding of the legal and regulatory framework applicable to the charity and the industry in which it operates, and considered the risk of acts by the charity which were contrary to applicable laws and regulations, including fraud. These included, but were not limited to, compliance with Companies Act 2006, the Charities Act 2011 and FRS102.

We designed audit procedures to respond to the risk, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment.

We focused on laws and regulations that could give rise to a material misstatement in the financial statements. Our tests included, but were not limited to:

- agreement of the financial statement disclosures to underlying supporting documentation;
- enquiries of management;
- review of minutes of board meetings throughout the period; and
- obtaining an understanding of the control environment in monitoring compliance with laws and regulations.

Independent auditor's report

To the members of

East End Citizens Advice Bureaux

There are inherent limitations in the audit procedures described above and the further removed noncompliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. We also addressed the risk of management override of internal controls, including testing journals and evaluating whether there was evidence of bias by the directors that represented a risk of material misstatement due to fraud.

Opinions on other matters prescribed by the Companies Act 2006

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

- The information given in the trustees' annual report, for the financial year for which the financial statements are prepared is consistent with the financial statements
- The trustees' annual report, has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the 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' annual 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:

- Adequate and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; 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' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, 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.

Independent auditor's report

To the members of

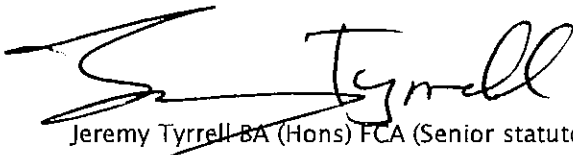
East End Citizens Advice Bureaux

Auditor's responsibilities for the audit of the financial statements

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.

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

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



Jeremy Tyrrell BA (Hons) FCA (Senior statutory auditor)

For and on behalf of
RPG Crouch Chapman LLP

Chartered Accountants
Statutory Auditors

5th Floor, 14-16 Dowgate Hill
London
EC4R 2SU

Date: 04/10/2023

East End Citizens Advice Bureaux

Statement of financial activities (Incorporating an Income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations	3	5,802	69,760	75,562	6,102	105,842	111,944
Charitable activities	4	310,492	1,935,928	2,246,420	318,785	2,682,430	3,001,215
Investments		680	-	680	31	-	31
Total income		316,974	2,005,688	2,322,662	324,918	2,788,272	3,113,190
Expenditure on:							
Charitable activities	5	241,981	2,292,901	2,534,882	260,649	2,627,348	2,887,997
Total expenditure		241,981	2,292,901	2,534,882	260,649	2,627,348	2,887,997
Net income/(expenditure) before transfers		74,993	(287,213)	(212,220)	64,269	160,924	225,193
Transfers between funds	20	(64,464)	64,464	-	(55,264)	55,264	-
Net income/(expenditure) after transfers		10,529	(222,749)	(212,220)	9,005	216,188	225,193
Actuarial gains on defined benefit pension schemes	25	45,558	-	45,558	-	-	-
Net movement in funds		56,087	(222,749)	(166,662)	9,005	216,188	225,193
Reconciliation of funds:							
Total funds brought forward		484,352	521,663	1,006,015	475,347	305,475	780,822
Total funds carried forward	20	540,439	298,914	839,353	484,352	521,663	1,006,015

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 19 to the financial statements.

The notes on pages 28 to 50 form part of these financial statements.

East End Citizens Advice Bureaux

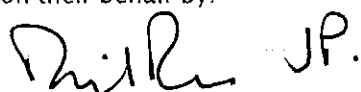
Balance sheet

Company no. 03324794

As at 31 March 2023

	Note	£	2023 £	2022 £
Fixed assets:				
Tangible assets	14		2,159	3,826
Current assets:				
Debtors	15	184,103	179,005	
Cash at bank and in hand		1,242,793	1,618,547	
		<u>1,426,896</u>	<u>1,797,552</u>	
Liabilities:				
Creditors: amounts falling due within one year	16	(319,207)	(458,134)	
Net current assets			1,107,689	1,339,418
Total assets less current liabilities			<u>1,109,848</u>	<u>1,343,244</u>
Creditors: amounts falling due after one year	18		(270,495)	(337,229)
Total net assets			<u>839,353</u>	<u>1,006,015</u>
The funds of the charity:				
Restricted income funds	19		298,914	521,663
Unrestricted funds:				
Designated funds		(298,995)	(365,729)	
General funds		839,434	850,081	
Total unrestricted funds			<u>540,439</u>	<u>484,352</u>
Total charity funds	19		<u>839,353</u>	<u>1,006,015</u>

The financial statements were approved and authorised for issue by the Trustees on 28 September 2023 and signed on their behalf by:

 JP.

David Ross JP
Chair

The notes on pages 28 to 50 form part of these financial statements.

East End Citizens Advice Bureaux

Statement of cash flows

For the year ended 31 March 2023

	Note	2023 £	£	2022 £	£
Cash flows from operating activities	21				
Net cash provided by operating activities			(376,434)		134,726
Cash flows from Investing activities:					
Dividends, interest and rents from investments		680		31	
Purchase of fixed assets		-		-	
Net cash (used in)/provided by investing activities			680		31
Change in cash and cash equivalents in the year			(375,754)		134,757
Cash and cash equivalents at the beginning of the year			1,618,547		1,483,790
Cash and cash equivalents at the end of the year	22		1,242,793		1,618,547

The notes on pages 28 to 50 form part of these financial statements.

1 Accounting policies

a) Statutory information

East End Citizens Advice Bureaux is a charitable company limited by guarantee and is incorporated in England and Wales under the number 03324794. The charity registration number is 1082193. The registered office address is 300 Mare Street, London E8 1HE. The nature of the charity's operations and principal activity is the provision of information, advice and advocacy services within the London Boroughs of Hackney, Newham and Tower Hamlets.

b) Basis of preparation

The financial statements have been prepared in accordance with 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 (FRS 102) (effective 1 January 2019) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (September 2015), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice as it applies from 1 January 2019.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest pound.

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

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

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

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

- Useful economic lives of fixed assets for depreciation purposes
- Discount rate of 4.8% (2022 2.0%) for defined benefit multi-employer pension deficit reduction

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

1 Accounting policies (continued)

e) Fund accounting (continued)

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

Investment income, gains and losses are allocated to the appropriate fund.

f) Income recognition

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

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

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, they can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity, for example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

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

Bank interest income is recognised on receipt.

Government and local authority grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation on fixed assets purchased with such grants is charged against the restricted fund over the expected useful life of the asset if there are continuing restrictions.

Grants of a revenue nature are credited to income in the period in which they are receivable. Grants received in advance for specified future periods are carried forward as deferred income.

g) Expenditure recognition

All expenditure is accounted for on an accrual basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised when there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Expenditure on charitable activities includes expenditure associated with general and specialised advice services and includes both the direct and support costs relating to these activities; and
- Other expenditure represents those items not falling into the category above.
- The charity does not currently incur costs on fundraising.

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

1 Accounting policies (continued)

h) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office, governance and administration costs. They are incurred in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with use of the resources. Premises and other overheads have been allocated on the basis of time spent on activities.

The analysis of these costs is included in note 5e.

i) Tangible fixed assets

Items of equipment and fixtures and fittings are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

● Computer equipment	33.33% straight line
● Fixtures and fittings	20% straight line
● Office equipment	14–20% straight line

j) Employee benefits

When employees have rendered services to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates two defined contribution schemes for the benefit of its employees. Contributions are expensed as they become payable. Both are funded schemes and the assets are held independently from the charity.

One scheme is closed to new members, consisting of those members who had previously left the NACAB scheme below. The charity contributes 5.1% of gross pay to the scheme and this charge is recognised in staff pension costs for the year.

The other defined contribution scheme was set up as part of the charity's auto enrolment obligations and is open to all current staff members. The charity contributes 3% of gross pay to the scheme and this charge is recognised in staff pension costs for the year.

The charity is also a member of a multi-employer defined benefit pension scheme, sponsored by the National Association of Citizens Advice Bureaux ('NACAB'), which is now closed to new members. As a multi-employer scheme within the definition of FRS102, none of the assets or liabilities of the scheme are included on the charity's Balance Sheet as the individual proportions cannot be attributed to each participating employer. See note 25 for further details of the scheme. The charity had an obligation to pay deficit reduction contributions of £22,800 per annum from 1 April 2011 for twenty three years, increasing to £28,500 from 1 April 2021 for 16 years. The discounted net present value of this obligation is included within both current and non-current liabilities. An annual charge is made to expenditure to unwind the discounting, as shown in note 5e under pension finance costs.

1 Accounting policies (continued)

j) Employee benefits

The charity is also a member of The Pensions Trust series three multi-employer scheme which is considered to be a defined benefit pension scheme, which is now closed to new members. As a multi-employer scheme within the definition of FRS102, none of the assets or liabilities of the scheme are included on the charity's Balance Sheet as the individual proportions cannot be attributed to each participating employer. The charity is not required to pay deficit reduction contributions.

k) Taxation

The charity is considered to pass the test set out in Paragraph 1 Schedule 6 Finance Act 2010 and meets the definition of a charitable company for UK corporation tax purposes. It does not suffer tax on income or gains applied to charitable purposes.

l) Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

m) Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

n) Creditors

Short term creditors are measured at transaction price. Other financial liabilities, including bank loans, are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method.

o) Leases

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

p) Financial instruments

The charity holds only basic financial instruments. The financial assets and liabilities of the charity are shown in Note 24:

Financial assets – Trade debtors, other debtors and grant income accrued are basic financial instruments and are debt instruments measured at amortised cost as detailed in note 15. Prepayments are not financial instruments.

Financial liabilities – Trade creditors, pension deficit liabilities, accruals and other creditors are basic financial instruments, and are measured at amortised cost as detailed in notes 16 and 18. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, as the cash settlement has already taken place and there is an obligation to deliver services rather than cash or another financial instrument.

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

2 Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical accounting estimates

Accruals

Estimates are made for costs before invoices have been received. These estimates are based on invoices subsequently received or experience.

Deferral of income

Where the timing of grants does not coincide with the accounting year, a proportion of the grant is deferred and included in income in the following year, subject to the requirements of the Charity SORP FRS102 (effective 1 January 2019).

Support cost allocation

These are costs incurred in support of expenditure on the objects of the charity, mainly an estimated proportion of staff and volunteer time.

Pension deficit

East End Citizens Advice Bureaux is a member of the National Association of Citizens Advice Bureaux 1991 multi-employer, defined benefit, pension scheme, which is in deficit. The liability shown in these financial statements is based on the actuaries estimate of the payments which East End Citizens Advice Bureaux is required to make, discounted using estimated discount rates.

Depreciation

Provision is made for depreciation based on the estimated useful economic lives of the asset concerned.

3 Income from donations

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Hackney	-	-	-	39,325
Newham	-	-	-	600
Tower Hamlets	-	69,760	69,760	6,917
Central	5,802	-	5,802	6,102
	<u>5,802</u>	<u>69,760</u>	<u>75,562</u>	<u>52,944</u>

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

4a Income from charitable activities by bureau and income type

			2023	2022
	Grants £	Fees for services £	Total £	Total £
Hackney	706,621	248,585	955,206	1,188,312
Newham	167,694	27,490	195,184	428,315
Tower Hamlets	1,061,613	31,510	1,093,123	1,383,532
Central	137	2,770	2,907	1,056
	<u>1,936,065</u>	<u>310,355</u>	<u>2,246,420</u>	<u>3,001,215</u>

Hackney and Tower Hamlets act as the lead partner in two grant consortia receiving cash and passing it on to partner organisations. Grant income included in income and expenditure is £122,378 at Hackney (2022 £104,881) and £690,924 at Tower Hamlets (2022 £678,423).

4b Income from charitable activities by bureau and fund

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Hackney	248,585	706,621	955,206	1,188,312
Newham	27,490	167,694	195,184	428,315
Tower Hamlets	31,510	1,061,613	1,093,123	1,383,532
Central	2,907	-	2,907	1,056
	<u>310,492</u>	<u>1,935,928</u>	<u>2,246,420</u>	<u>3,001,215</u>

In 2022 of the total income from charitable activities £318,785 was unrestricted and £2,682,430 was restricted.

The charity has one activity, providing advice to those in need which is free at the point of delivery.

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

5a Charitable expenditure by expenditure type

	Staff costs £	Other £	2023 Total £	2022 Total £
Hackney	677,507	408,712	1,086,219	1,049,127
Newham	189,357	16,189	205,546	437,546
Tower Hamlets	446,846	781,456	1,228,302	1,382,028
Central	14,815	-	14,815	19,296
	<u>1,328,525</u>	<u>1,206,357</u>	<u>2,534,882</u>	<u>2,887,997</u>

5b Charitable expenditure by bureau and direct activities and support costs

	Activities £	Support £	2023 Total £	2022 Total £
Hackney	951,830	134,389	1,086,219	1,049,127
Newham	171,646	33,900	205,546	437,546
Tower Hamlets	1,139,040	89,262	1,228,302	1,382,028
Central	14,815	-	14,815	19,296
	<u>2,277,331</u>	<u>257,551</u>	<u>2,534,882</u>	<u>2,887,997</u>

5c Expenditure from charitable activities by fund

	Unrestricted £	Restricted £	2023 Total £	2022 Total £
Hackney	177,610	908,609	1,086,219	1,049,127
Newham	20,055	185,491	205,546	437,546
Tower Hamlets	29,501	1,198,801	1,228,302	1,382,028
Central	14,815	-	14,815	19,296
	<u>241,981</u>	<u>2,292,901</u>	<u>2,534,882</u>	<u>2,887,997</u>

In 2022, of the total expenditure £260,649 was unrestricted and £2,627,348 was restricted.

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

5d Direct costs

					2023	2022
	Central	Hackney	Newham	Tower Hamlets	Total	Total
	£	£	£	£	£	£
Wages and salaries	14,815	519,086	146,806	343,425	1,024,132	1,410,367
National insurance	-	53,331	15,427	35,239	103,997	133,229
Pension costs	-	10,067	2,938	5,186	18,191	19,194
Other staff costs	-	1,671	330	2,733	4,734	5,574
Other direct costs	-	139,605	498	694,763	834,866	797,639
Administration costs	-	158,296	3,107	29,518	190,921	146,973
Premises costs	-	69,774	2,540	28,176	100,490	122,839
	<u>14,815</u>	<u>951,830</u>	<u>171,646</u>	<u>1,139,040</u>	<u>2,277,331</u>	<u>2,635,815</u>

5e Support costs

					2023	2022
	Central	Hackney	Newham	Tower Hamlets	Total	Total
	£	£	£	£	£	£
Wages and salaries	-	80,092	20,385	53,097	153,574	138,805
National insurance	-	9,961	2,535	6,604	19,100	14,946
Pension costs	-	1,317	335	873	2,525	2,971
Other staff costs	-	9,222	2,149	6,056	17,427	33,071
Administration costs	-	13,441	3,322	9,059	25,822	26,634
Pension finance costs	-	3,802	917	2,605	7,324	7,739
Governance costs – see note 6	-	8,726	2,218	5,846	16,790	14,417
Premises costs	-	7,828	2,039	5,122	14,989	13,599
	<u>-</u>	<u>134,389</u>	<u>33,900</u>	<u>89,262</u>	<u>257,551</u>	<u>252,182</u>

6 Governance costs

	Unrestricted	Restricted	2023 Total	2022 Total
	£	£	£	£
Wages and salaries	5,741	-	5,741	5,741
National insurance	623	-	623	623
Auditors' remuneration	8,500	-	8,500	7,950
Meeting expenses, trustee recruitment	1,926	-	1,926	103
	<u>16,790</u>	<u>-</u>	<u>16,790</u>	<u>14,417</u>

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

7 Grants receivable

	2023 £	2022 £
London Borough of Hackney		
General advice	338,563	262,000
Advice in health settings	60,000	60,000
Energy vouchers	-	198,500
Extra advisers	81,689	-
Household support fund	32,400	-
Mhub	4,000	-
London Borough of Newham		
Capital funding	-	120,000
London Borough of Tower Hamlets		
General advice	885,102	885,102
Covid-19 recovery	75,000	25,000
Energy vouchers	-	60,000
Management	39,000	39,000
Premises	-	-
The National Lottery Community Fund		
Crisis – ID 10275738	-	37,491
Covid-19 emergency	-	91,667
Citizens Advice		
Big energy savings network	3,500	5,297
Digital innovation	-	10,000
Energy advice programme	25,020	7,200
Gamble awareness	-	7,250
Universal credit help to claim	-	467,312
Universal credit best practice lead	-	39,980
Other	137	356
Access to Justice Foundation	14,672	3,625
Barts Health NHS Trust	22,443	22,433
Bromley by Bow Centre	7,246	23,244
The Church of England Children's Society	7,000	10,000
Department of Work and Pensions – Kickstart	19,232	68,745
East End Community Foundation – Money Smart	-	3,000
Energy Saving Trust	56,700	-
Good Things Foundation – HMRC	6,400	8,000
Good Things Foundation	-	5,699
Greater London Authority – via Community Links	26,000	-
Greater London Authority – via Royal Courts of Justice CAB	45,000	-
Groundworks	-	8,000
The Hackney Parochial Charities	30,000	21,000
Home Office	5,767	19,664
Homerton Hospital	12,000	-
Lyles Local Fund	-	5,000
Newham Community Renewal Programme	-	6,000
Social Action for Health – Tower Hamlets	-	8,829
South Hackney Parochial Charity	15,000	15,000
Thames Water Trust Fund	37,036	30,892
Trust for London	53,333	50,000

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

7 Grants receivable (continued)	2023	2022
	£	£
Wakefield & Tetley Trust	12,500	42,500
West Hackney Parochial Charity	15,000	15,000
West Ham United Foundation	6,325	-
	<u>1,936,065</u>	<u>2,682,786</u>

Hackney and Tower Hamlets act as the lead partner in two grant consortia receiving cash and passing it on to partner organisations. Grant income included in income and expenditure is £122,378 at Hackney (2022 £104,881) and £690,924 at Tower Hamlets (2022 £678,423).

8 Net Income for the year

This is stated after charging:

	2023	2022
	£	£
Depreciation of tangible fixed assets		
- owned by the charity	1,667	1,667
Operating lease rentals:		
Property	44,652	51,695
Auditors' remuneration (excluding VAT):		
Audit	<u>8,500</u>	<u>7,950</u>

9 Analysis of trustee remuneration and expenses, and the cost of key management personnel

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £287,588 (2022: £299,657). Whilst Trustees are considered to be included in the definition of Key Management Personnel, they are not remunerated. Employed Key Management Personnel are considered to comprise the Senior Management Team which includes:

- Chief executive
- Finance manager
- IT manager
- Project manager
- Service manager (resigned 26 August 2022)
- Training and development manager

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2022: £nil). No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

A Trustee received reimbursement of £1,210 for the end of year staff and volunteer event (2022: £882 for the purchase of equipment).

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

10 Staff costs and employee benefits

Staff costs were as follows:

	2023 £	2022 £
Wages and salaries	1,185,791	1,552,308
Social security costs	123,719	148,797
Other pension costs	20,716	22,164
Redundancy payments	642	19,296
	<u>1,330,868</u>	<u>1,742,565</u>

One employee received remuneration between £60,000 to £70,000 during the year (2022 One).

11 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 37 (2022:55).

Staff are split across the activities of the charitable company as follows:

	2023 No.	2022 No.
Project and activity	35	51
Administration and support	2	4
	<u>37</u>	<u>55</u>

The average number of full and part time employees during the year was as follows:

	Full time equivalent		Head count	
	2023 No.	2022 No.	2023 No.	2022 No.
Full time	30	38	30	38
Part time	4	11	7	17
	<u>34</u>	<u>49</u>	<u>37</u>	<u>55</u>

12 Related party transactions

There are no related party transactions to disclose for 2023, other than the Trustee expenses shown in Note 9 of £1,210, (2022: £882).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

One (2022 two) of the daughters of the Chief Executive have been employed by the charity as an adviser/caseworker during the year and was paid remuneration of £36,903 (2022 £23,008 and £35,822) including employers national insurance and pension costs.

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

13 Taxation

The charitable company is exempt from corporation tax as all its income is from charitable activities and is applied for charitable purposes.

14 Tangible fixed assets

	Fixtures and fittings £	Office equipment £	Computer equipment £	Total £
Cost or valuation				
At the start of the year	2,817	74,075	19,493	96,385
Additions in year	-	-	-	-
Disposals in year	-	(23,910)	(8,243)	(32,153)
At the end of the year	2,817	50,165	11,250	64,232
Depreciation				
At the start of the year	2,817	72,443	17,299	92,559
Charge for the year	-	811	856	1,667
Eliminated on disposal	-	(23,910)	(8,243)	(32,153)
At the end of the year	2,817	49,344	9,912	62,073
Net book value				
At the end of the year	-	821	1,338	2,159
At the start of the year	-	1,632	2,194	3,826

All of the above assets are used for charitable purposes.

15 Debtors

	2023 £	2022 £
Trade debtors	81,688	93,312
Prepayments	7,655	25,485
Grant and contract debtors	54,532	58,023
Other debtors	40,228	2,185
	184,103	179,005

16 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	7,122	28,169
Taxation and social security	51,227	59,031
Pension deficit liability	28,500	28,500
Other creditors	69,890	93,901
Accruals	63,049	57,080
Deferred income (see note 17 below)	99,419	191,453
	319,207	458,134

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

17 Deferred income

Deferred income comprises amounts received in advance that are grants or contract payments attributable to specified future periods.

	2023 £	2022 £
Balance at the beginning of the year	191,453	243,405
Amount released to income in the year	(191,453)	(243,405)
Amount deferred in the year	99,419	191,453
Balance at the end of the year	<u>99,419</u>	<u>191,453</u>

18 Creditors: amounts falling due after one year

	2023 £	2022 £
Pension deficit reduction payments	270,495	337,229
	<u>270,495</u>	<u>337,229</u>

Creditors include amounts not wholly repayable within five years as follows:

	2023 £	2022 £
Pension deficit reduction payments repayable by instalments	<u>214,200</u>	<u>256,004</u>

19a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	459	-	1,700	2,159
Current assets	961,410	-	465,486	1,426,896
Current liabilities	(122,436)	(28,500)	(168,271)	(319,207)
Long term liabilities, defined benefit pension	-	(270,495)	-	(270,495)
Net assets at 31 March 2023	<u>839,434</u>	<u>(298,995)</u>	<u>298,914</u>	<u>839,353</u>

19b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	823	-	3,003	3,826
Current assets	1,012,000	-	785,552	1,797,552
Current liabilities	(162,742)	(28,500)	(266,892)	(458,134)
Defined benefit pension asset / (liability)	-	(337,229)	-	(337,229)
Net assets at 31 March 2022	<u>850,081</u>	<u>(365,729)</u>	<u>521,663</u>	<u>1,006,015</u>

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

20a Movements in funds (current year)

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Restricted funds:					
Hackney					
Bureau advice services	17,201	434,925	(490,503)	38,377	-
Advice in health settings	10,285	72,000	(81,555)	-	730
Homerton Hospital	6,755	-	(6,755)	-	-
Energy vouchers - Hackney	114,486	-	(111,731)	930	3,685
Energy vouchers -All 3 boroughs	26	56,700	(55,364)	24	1,386
Advice services transitional fund	4,152	-	(4,152)	-	-
Discretionary crisis support scheme	2,332	-	(2,332)	-	-
Household support fund	-	32,400	(32,589)	189	-
Money hub	-	4,000	(4,651)	651	-
The National Lottery Community Fund - Covid-19 emergency	-	-	-	-	-
Big Energy Savings Network	-	3,500	(3,529)	29	-
Digital inclusion - HMRC	-	6,400	(6,486)	86	-
Energy advice programme	-	25,020	(25,036)	16	-
EU Settled status	-	5,766	(5,776)	10	-
Kickstart	-	5,910	(12,939)	7,029	-
Money management	3,730	-	-	-	3,730
Power Up	4,262	-	-	-	4,262
Schools project	-	-	(130)	130	-
Welfare benefit and debt	6,972	60,000	(65,081)	-	1,891
Newham					
Capital fund	118,593	-	(17,864)	-	100,729
Cost of living advice	-	45,000	(39,714)	-	5,286
General advice	-	26,000	(18,835)	-	7,165
Groundworks volunteer training	314	-	(16,236)	15,922	-
Power up	3,077	-	-	-	3,077
Thames Water Trust Fund	2,031	37,036	(39,878)	811	-
Trust for London	187	53,333	(46,586)	-	6,934
West Ham United Foundation	-	6,325	(6,378)	53	-
Other	18,000	-	-	-	18,000
Tower Hamlets					
Bureau advice services	62,387	1,000,102	(1,033,290)	(8,525)	20,674
Council tax	22,904	-	-	-	22,904
Energy vouchers	48,674	-	(25,302)	-	23,372
Local area partnership 2	3,066	-	-	-	3,066
Premises	5,000	-	-	-	5,000
Employment solicitor	15,693	68,760	(66,490)	-	17,963
Empower You Too Energy	-	7,246	(7,453)	207	-
Kickstart	-	13,322	(21,847)	8,525	-
Office equipment	684	-	(456)	-	228
Power Up	5,029	-	-	-	5,029
Royal London Hospital	15,216	22,443	(19,300)	-	18,359
Schools project	17,646	19,500	(24,417)	-	12,729
Advice in health settings	10,067	-	-	-	10,067
Video conferencing equipment	1,126	-	(246)	-	880
Volunteer training	1,768	-	-	-	1,768
Total restricted funds	521,663	2,005,688	(2,292,901)	64,464	298,914

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

20a Movements in funds (current year) (continued)

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Unrestricted funds:					
Designated funds					
Pension deficit fund	(365,729)	45,558	-	21,176	(298,995)
	<u>(365,729)</u>	<u>45,558</u>	<u>0</u>	<u>21,176</u>	<u>(298,995)</u>
General funds					
General funds	850,081	316,974	(241,981)	(85,640)	839,434
Total unrestricted funds	<u>484,352</u>	<u>362,532</u>	<u>(241,981)</u>	<u>(64,464)</u>	<u>540,439</u>
Total funds	<u>1,006,015</u>	<u>2,368,220</u>	<u>(2,534,882)</u>	<u>-</u>	<u>839,353</u>

The narrative to explain the purpose of each fund for each of the years' to 31 March 2023 and 2022 is given at the foot of the prior year note 20b below.

20b Movements in funds (prior year)

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted funds:					
Hackney					
Bureau advice services	48,353	301,325	(332,477)	-	17,201
Advice in health settings	11,310	60,000	(61,025)	-	10,285
Homerton Hospital	6,755	-	-	-	6,755
Energy vouchers - Hackney	26,470	198,500	(110,639)	155	114,486
Energy vouchers - All 3 boroughs	-	-	11	15	26
Advice services transitional fund	4,152	-	-	-	4,152
Discretionary crisis support scheme	2,332	-	-	-	2,332
The National Lottery Community Fund					
Covid-19 emergency	-	36,667	(36,667)	-	-
Crisis	-	12,497	(12,497)	-	-
Big Energy Savings Network	568	5,297	(5,865)	-	-
Digital inclusion - HMRC	-	8,000	(8,583)	583	-
Digital innovation	-	10,000	(10,000)	-	-
Energy advice programme	1,364	7,200	(8,663)	99	-
Energy champion	119	-	(119)	-	-
EU Settled status	-	19,664	(20,249)	585	-
Gambling support service	-	7,250	(7,250)	-	-
Kickstart	-	45,585	(66,537)	20,952	-
Money management	3,295	-	435	-	3,730
Power Up	5,811	3,419	(4,968)	-	4,262
Universal credit help to claim	-	155,825	(155,825)	-	-

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

20b Movements in funds (prior year) (continued)

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted funds:					
Hackney (continued)					
Universal credit best practice	1085	39,980	(41,222)	157	-
Welfare benefit and debt	-	51,000	(44,028)	-	6,972
Newham					
Capital fund	-	120,000	(1,407)	-	118,593
The National Lottery Community Fund					
Covid-19 emergency	-	18,333	(18,553)	220	-
Crisis	11,479	12,497	(23,976)	-	-
EUSS Settled status	-	6,000	(7,680)	1,680	-
Groundworks volunteer training	-	8,000	(7,686)	-	314
Lyles Local Fund for advice	-	5,000	(6,284)	1,284	-
Power Up	1,937	1,140	-	-	3,077
Thames Water Trust Fund	-	30,892	(28,861)	-	2,031
Trust for London	9,464	50,000	(59,277)	-	187
Universal credit help to claim	(1)	155,662	(156,771)	1,110	-
Other	17,400	600	-	-	18,000
Tower Hamlets					
Bureau advice services	70,482	925,279	(943,374)	-	52,387
Council tax	22,904	-	-	-	22,904
Covid recovery	-	25,000	(15,000)	-	10,000
Energy vouchers	-	60,000	(11,326)	-	48,674
Local area partnership 2	3,066	-	-	-	3,066
Premises	5,000	-	-	-	5,000
The National Lottery Community Fund					
Covid-19 emergency	-	36,667	(36,667)	-	-
Crisis	-	12,497	(12,497)	-	-
Tower Hamlets money smart	11,301	3,000	(15,876)	1,575	-
Employment solicitor	7,671	64,567	(56,545)	-	15,693
Empower You Too Energy	1,946	23,244	(27,329)	2,139	-
Kickstart	-	23,159	(41,687)	18,528	-
Office equipment	1,140	-	(456)	-	684
Power Up	3,889	1,140	-	-	5,029
Royal London Hospital	9,395	22,606	(16,785)	-	15,216
Schools pilot	663	52,500	(35,517)	-	17,646
Advice in health settings	11,041	8,830	(9,804)	-	10,067
Specialist advice	1,944	3,625	(11,751)	6,182	-
Universal credit help to claim	-	155,825	(155,825)	-	-
Video conferencing equipment	1,372	-	(246)	-	1,126
Volunteer training	1,768	-	-	-	1,768
Total restricted funds	305,475	2,788,272	(2,627,348)	55,264	521,663

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

20b Movements in funds (prior year) (continued)

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Unrestricted funds:					
Designated funds					
Pension deficit fund	(386,490)	-	-	20,761	(365,729)
General funds					
General funds	861,837	324,918	(260,649)	(76,025)	850,081
Total unrestricted funds	475,347	324,918	(260,649)	(55,264)	484,352
Total funds	780,822	3,113,190	(2,887,997)	-	1,006,015

The narrative to explain the purpose of each fund is given at the foot of the note below.

Purpose of restricted funds

Hackney

Bureau advice services

This funding provides general information, advice, advocacy, casework and financial inclusion to the people of Hackney.

Advice in health settings

This project provides general advice in GP surgeries in Hackney and Tower Hamlets and in the mental health unit of Homerton Hospital.

Homerton Hospital

This was a one year pilot project to provide support to cancer patients in Homerton Hospital so that they could be discharged from hospital more quickly. In 2019/20 funding was used to provide support to patients in the mental health unit. This project is now included in the advice in health settings project.

Energy voucher projects

These three projects provided energy vouchers to those in need who had prepaid gas and electricity meters, one project covered Hackney only, one project covered Tower Hamlets only, the other also covered residents in Newham.

Advice services transitional fund (ASTF)

EECABX partnership with the Hackney Community Law Centre to deliver advice training to the independent advice sector in Hackney.

Discretionary crisis support scheme

This project was funded by London Borough of Hackney for the Hackney bureau to assess and make applications for Crisis payments and also to apply for reviews and appeals if necessary.

Covid-19 emergency funding

This funding enabled us to increase support to clients during the Covid-19 pandemic in all three boroughs, via telephone and other digital means. This project operated across all three boroughs.

20b Movements in funds (prior year) (continued)

Crisis project

This project provides a holistic service to those in hardship crisis to resolve emergency problems and the underlying issues and to ensure that people are better able to improve their circumstances by providing digital and financial group training sessions and working with partner organisations to provide literacy, numeracy and language skills training, life coaching and employability training. This five year project operated across all three boroughs and finished at the end of June 2021.

Citizens Advice Big Energy Savings Network

This funding provides consumers with energy advice and information. It also provides training to frontline workers to support and advise consumers to be able to take action to reduce their energy costs.

Digital Inclusion – HMRC

This funding assists clients to access HMRC's services digitally.

Digital Innovation

This project is designed to develop and test ideas which will improve access to advice.

Energy advice programme

This project provides one to one advice to clients in fuel poverty, or in a fuel poverty risk group at the CAB offices, at outreach locations, via home visits or telephone and webchat sessions.

Energy Champion

This project is to raise awareness of energy efficiency programmes with consumers and working in collaboration with other Citizens Advice offices.

EU Settled status outreach

This funding reached out to EU citizens to inform them, via outreach activities, what they needed to do to apply for settled status.

Gambling Support Services

The project delivers bespoke training and awareness-raising events to frontline staff in their region to promote improved identification and early intervention for individuals at risk of gambling related harm via online training sessions and presentations.

Household support fund

This project provided energy and food vouchers to residents in Hackney who were suffering financial hardship.

Money hub

This project was to support discussions and meetings around income maximisation and the Hackney Money Hub.

Kickstart

The Kickstart provided work opportunities for young people in our Hackney and Tower Hamlets offices as IT support workers and telephone assessors.

Money management service

This project provides advice on money management.

Power Up project

The project aims to embed digital into financial capability and money management support within the advice process and build upon the success of the Money Smart programme. The project trains Digital Money Coaches to support disadvantaged local residents on money management, debt and benefits advice to build their financial and digital confidence, and tests interventions at different touchpoints in the advice process.

20b Movements in funds (prior year) (continued)

Hackney (continued)

Welfare benefits and debt advice project

This funding is provided by three local charities to extend our work on debt and welfare benefits.

Universal credit help to claim

The funding is to provide assistance with the completion of universal credit forms by telephone and web chat and face to face meetings where possible.

Universal credit best practice lead

The Best Practice Lead gathers information and evidence on what is and isn't working around Universal Credit and Universal Support and disseminates good practice in the East London area.

Newham

ARG Capital

This funding is to assist with the renovation of new premises in Newham.

Cost of living advice

This funding provided by the Greater London Authority via the Royal Courts of Justice CAB is to provide advice on the cost of living advice across all three boroughs. The project is based in Newham.

General advice

This project funded by the Greater London Authority via Community Links in Newham provides general advice to Newham clients.

EU Settled status

This project was to assist Newham residents with applications for EU settled status.

Groundworks volunteer training

This fund is to provide structured training to volunteers.

Lyles Local Fund

This fund was to provide social welfare rights advice and casework and volunteer adviser training and supervision to support Newham residents.

Thames Water

The project aims to assist residents of Newham who owe money to Thames Water.

Trust for London

This funding is towards the costs of and employment rights advice service in Newham.

West Ham United Foundation

This funding was used to provide generalist advice to the parents and carers of West Ham United Foundation.

Other

This fund has been created from rent provisions previously charged to Newham projects following a decision by the landlord not to charge rent. It will be used in Newham to improve any new premises.

Tower Hamlets

Bureau advice services

This funding provides general information, advice, advocacy, casework and financial inclusion to the people of Tower Hamlets and includes the Covid-19 recovery fund which provides an extension of the core service.

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

20b Movements in funds (prior year) (continued)

Tower Hamlets (continued)

Local area partnership 2

This funding provided general information, advice, advocacy, casework and financial inclusion to the people in some of the poorest wards in Tower Hamlets. This project is now included in the bureau advice services project.

Council tax project

The council tax project is designed to assist Tower Hamlets residents who are in arrears with their council tax to reduce their debts.

Tower Hamlets money smart

This project delivers debt and financial inclusion advice to Tower Hamlets residents.

Employment solicitor

This funding is to provide employment advice to those with little access to legal services in Tower Hamlets.

Empower you too project

This is a partnership project providing essential energy advice to people in vulnerable communities in Hackney, Newham and Tower Hamlets. It creates a community-led service to enable people to save money on energy bills and avoid fuel poverty.

Premises

The premises grant is to cover extra costs re Covid-19.

Royal London Hospital

This funding is to provide general advice to the patients of the renal and urology units of the Royal London hospital.

Office equipment

This funding was used to purchase a photocopier for the Tower Hamlets office.

Schools pilot and project

This project provides general advice to carers of children in the primary school setting.

Specialist advice

This project delivered specialist advice and casework particularly in employment and debt.

Video conferencing equipment

This funding was used to purchase video conferencing equipment to allow clients to access advice remotely from the Tower Hamlets office.

Volunteer training

The purpose of this funding was to provide volunteers with a better environment and experience by updating our training room and equipment and improving the outdoor space at the office.

Purpose of designated funds

Pension deficit fund provision

This fund was created to help smooth out short term fluctuations in the valuation of a long term liability.

20b Movements in funds (prior year) (continued)

Pension deficit fund

The pension deficit fund was established to recognise, as a participant in a multi-employer defined benefit pension scheme with a deficit reduction payment arrangement in place, the liability representing the present value of these future deficit reduction contributions following the introduction of charities SORP (FRS102). The value of this fund is equal to the corresponding liability within creditors. A transfer was made from general funds to the pension deficit fund representing the current year payment of the pension deficit less the unwinding of the discount.

Purpose of transfers between funds

The transfers from unrestricted funds to restricted funds are to cover shortfalls of funding on the projects. Transfers between offices between the same project are to match internal funding needs.

21 Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2023 £	2022 £
Net income for the reporting period (as per the statement of financial activities)	(166,662)	225,193
Depreciation charges	1,667	1,667
Dividends, interest and rent from investments	(680)	(31)
(Increase)/decrease in debtors	(5,098)	(57,661)
Increase/(decrease) in creditors	(205,661)	(34,442)
Net cash provided by operating activities	<u>(376,434)</u>	<u>134,726</u>

22 Analysis of cash and cash equivalents

	At 1 April 2022 £	Cash flows £	Other changes £	At 31 March 2023 £
Cash at bank and in hand	1,618,547	(375,754)	-	1,242,793
Total cash and cash equivalents	<u>1,618,547</u>	<u>(375,754)</u>	<u>-</u>	<u>1,242,793</u>

23 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows

	Property		Equipment	
	2023 £	2022 £	2023 £	2022 £
Less than five years	-	30,563	-	-
	<u>-</u>	<u>30,563</u>	<u>-</u>	<u>-</u>

East End Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2023

24	Financial Instruments	2023 £	2022 £
	The carrying amounts of the charity's financial instruments are as follows:		
	Financial assets		
	Cash of £1,242,794 (2022: £1,618,547) is held at face value.		
	Debt instruments measured at amortised cost:		
	Trade debtors	81,688	93,312
	Grant and contract debtors	54,532	58,023
	Other debtors	40,228	2,185
	Total	176,448	153,520
	Financial liabilities	2023 £	2022 £
	Liability instruments measured at amortised cost:		
	Trade creditors	7,122	28,169
	Accruals	63,049	57,080
	Other creditors	69,890	93,901
	Pension deficit reduction payments (within 1 year)	28,500	28,500
	Pension deficit reduction payments (after 1 year)	270,495	337,229
	Total	439,056	544,879

Interest on short term deposits amounted to £680 (2022: £31).

25 Pension commitments

East End Citizens Advice Bureau participated in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which was a defined benefit scheme. It operated in the UK and was closed on 31 March 2008. More than one employer participated in the scheme and East End Citizens Advice Bureaux is unable to identify its share of the underlying assets and liabilities in the scheme. It has been accounted for as a defined contribution scheme.

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

The last full actuarial valuation of this scheme revealing a funding deficit of £68,501,000 was carried out as at 1 April 2019 and has been updated on an approximate basis to 31 March 2023 by a qualified actuary, independent of the scheme's sponsoring employers. The updated valuation showed a deficit on the scheme of £50,424,000 (2022 £46,554,000) using a discount rate of 4.8% (2022 2.8%).

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 12 years. The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

25 Pension commitments (continued)

The closed scheme has current and future pensioners. The employers will continue to make contributions to the scheme in future periods. The best estimate of the contributions are:-

a) Contributions by each employer in respect of expenses

The principal employer, the National Association of Citizens Advice Bureaux, NACAB, has agreed to pay amounts equal to the levy payments to the Pension Protection Fund. NACAB has also agreed to pay the management and administration expenses of the scheme. There is therefore no cost to EECABx to include in the charity's accounts.

b) Contributions by each employer in respect of the deficit

In accordance with the recovery plan following the 1 April 2019 actuarial valuation, the sponsoring employers will pay total annual contributions of £2,279,000 for sixteen years from 1 April 2021. East End CAB's share of this is currently £28,500 per annum. Future valuations may change these amounts. The total liability for these future payments, discounted to new present value, is included on the charity's balance sheet and a charge made to the SOFA annually to unwind the discount in line with the charity's accounting policies.

2. The charity participated in series three of the Pensions Trust Growth Plan, a scheme which has some attributes of a defined benefit scheme and some attributes of a defined contribution scheme. It is considered to be a defined benefit scheme. This has now been combined with the series four defined contribution scheme. Following a valuation at 30 September 2020 carried out by independent actuaries, it was estimated that the charity's share of the deficit in the plan at 30 September 2020 was £7,030 (2016 £12,624). This liability will only crystallise if the charity exits the series four plan and the charity does not anticipate this happening in the future. The charity is not required to participate in a recovery plan (make deficit reduction payments).
3. The charity operates two further pension schemes, both of which are defined contribution schemes for which the charity therefore has no further commitment beyond monthly contributions for employed staff.

26 Capital commitments

At the balance sheet date, the charity had no capital commitments other than those disclosed in these financial statements.

27 Contingent assets or liabilities

At the balance sheet date, the charity had no contingent assets or liabilities other than those disclosed in these financial statements.

28 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.