

Bosnia & Herzegovina Community Advice Centre
Report and Financial Statements
for the year ended 31 March 2022

Bosnia & Herzegovina Community Advice Centre

Report and Financial Statements for the year ended 31 March 2022

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Bosnia & Herzegovina Community Advice Centre

Reference & Administrative Details

Charity Name	Bosnia & Herzegovina Community Advice Centre
Charity registration number	1085815
Address	Rear of 108 High Road Willesden London NW10 2PP
Trustees	Mr Zaim Pasic (Chair) elected 29 January 2022 Ms Ismeta Velic (Vice chair) elected 29 January 2022 Mr Nedim Mujcinovic (Treasurer) elected 29 January 2022 Mr Fejzi Jahaj (Secretary) elected 29 January 2022 Mr Mesud Kahrimanovic resigned 11 June 2021 Mrs Safeta Karabasic elected 29 January 2022 Mrs Envera Rusidovic elected 29 January 2022 Mr Dusan Bilbija elected 29 January 2022
Centre Manager	Ms Sadida Trozic
Independent Examiner	Dunstanette Kuti FCCA MCSI Skillspool Training Adiaha Antigha Centre 24-30 Dalston Lane London E8 3AZ

Bosnia & Herzegovina Community Advice Centre

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31ST MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Bosnia and Herzegovina Community Advice Centre is constituted as a registered charity with the Charity Commission for England and Wales on 26 March 2001 under charity registration number: 1085815 (the “Charity”) and is governed by the constitution, dated 7 February 2001 (the “Constitution”).

Appointment, Induction & Training of Trustees

Members of the local community and users of the centre are invited to nominate Trustees prior to the Annual General Meeting (AGM). They are advised of the retiring Trustees and are asked for nominations for the AGM. When considering appointing Trustees, the Board has regard to the requirement for any specialist skills needed. New Trustees undergo an induction to brief them on their legal obligations under charity law, the content of the Constitution, the committee and decision-making processes, the business plan and recent financial performance of the Charity. During the induction day they meet key employees and other Trustees. In-house trainings provided by AdviceUK on governance and Trustees’ responsibilities are delivered for all Trustees to equip them with necessary skills. In addition, the Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Organisation

The Charity is organised so that the Trustees meet four times a year to manage its affairs. There is one full time member of staff who both manages the day-to-day administration of the Charity and organises delivery of services, administration, staff supervision, fundraising and other responsibilities. There is also one part-time member of staff, one part-time equivalent member of external staff (as part of outsourced service from Outdoor Clerks) and freelance Caseworker. Two sessional tutors from Brent Start (Brent Council) are provided as in-house staff for floristry and digital courses. There is a team of 20 volunteers; 6 are regular volunteers who either run or support weekly activities, while 14 are engaged on an occasional basis to organise and run events.

The Charity operates from easily accessible premises in Willesden and delivers some of its services at two outreach locations in the London Borough of Brent. The organisation is the only charity in London providing bilingual, free, independent, confidential, impartial information, advice and advocacy to disadvantaged and marginalised Londoners from the six western Balkan countries (Bosnia and Herzegovina, Croatia, Kosovo, Macedonia, Montenegro and Serbia). Arriving in the United Kingdom (UK) as refugees in the 1990s following the breakup of former Yugoslavia, they are now British citizens continuing to be affected by past trauma and feeling excluded from society. Most of whom are victims of the brutal Yugoslav war (1991-2001) that targeted innocent civilians, and many were emergency medical evacuees to the UK.

The Charity also supports the wider Brent community through provision of Outreach Welfare Benefits Advice services at Willesden Green and Harlesden libraries (Brent Hubs) and acts as a local referral agency for Sufra NW London- Food Bank and Ealing Food Bank.

Risk Management

The Charity has a risk management strategy which comprises: -an annual review of the risks the Charity may face; -the implementation of procedures designed to minimise any potential impact on the Charity should those risks materialise. The annual review of the Risk Assessment Policy was conducted, and the Risk Register is

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reviewed quarterly by Trustees. The Risk Register clearly sets out the management processes to be deployed to effectively manage these potential risks, these include:

- strategic direction and forward planning;
- budgetary control and financial planning;
- operations and service delivery;
- information Management; and
- staff and volunteers.

All policies and procedures are reviewed and updated every year and are compliant with requirements of the General Data Protection Regulation and Data Protection Act 2018.

OBJECTIVES

The objects for which the Charity, as defined by the Constitution, adopted 7 February 2001, are; the promotion of any charitable purposes for the public benefit by the relief of poverty, sickness and distress, the advancement of education, the protection and preservation of physical and mental health and providing facilities for recreation or leisure-time occupation with the object of improving the condition of life for its members in particular, but without limitation, for the benefit of the communities it serves.

To achieve these objects the Charity has the following aims:

1. provide holistic and person- centred, advice and advocacy services to disadvantaged and marginalised Londoners from West Balkan to prevent individual crisis, build resilience, increase independence and improve the quality of life;
2. provide welfare benefits advice service and support to the wider Brent community experiencing economic and social disadvantage to reduce poverty and distress and improve the quality of life;
3. gather and disseminate information on issues affecting beneficiaries from West Balkan to improve communication and increase access to other services;
4. organise trainings and workshops to help beneficiaries navigate the system, address financial problems and develop life skills;
5. organise classes, activities and therapeutic sessions to increase physical activity and develop coping strategies to help beneficiaries improve physical and mental health;
6. organise social and cultural events that reduce isolation and social exclusion and promote culture and positive interaction with the wider community; and
7. provide opportunities and support for volunteering to equip beneficiaries with the skills in community work so they can play their part and fully contribute to society.

The Charity seeks to attain its objectives through the provision of a wide and varied range of services and activities which are described in this report. They are all designed to reduce poverty and distress and enable disadvantaged and marginalised individuals to be more resilient and lead; independent, better, active, positive and fulfilled lives. To overcome the cultural, social and financial barriers, communicate their expressed needs in order to shape the policies and services of local and regional agencies as well as to provide them with opportunities and support to contribute fully to society.

Public Benefit

The Trustees refer to 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

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activities contributed to its aims. Trustees are committed to providing services of a high quality to all people accessing the Bosnia and Herzegovina Community Advice Centre's services. The Charity is an equal opportunity organisation, and it is committed to providing services that are free from any form of discrimination under the protected characteristics. The Charity monitors uptake of services to assist in advancing this policy. By supporting disadvantaged and marginalised people, the Charity also indirectly supports their carers. The Charity is committed to safeguarding its beneficiaries who may be vulnerable adults. Trustees, staff, and volunteers are Disclosure and Barring Service (DBS) checked and trained on safeguarding adults. Majority of the services are free of charge. Where specialist services and activities, such as contributions for meals at the social club, events, and Christmas lunch, are not supported by funders the Trustees endeavoured to keep the charges as low as possible to allow widest possible access.

ACTIVITIES

Bosnia and Herzegovina Community Advice Centre's (the "Charity") activities continue to be in line with the Charity's objectives.

Resilience Project funded by the National Lottery Community Fund is a pan-London service. The project is the only source of support for disadvantaged and marginalised Londoners from 6 western Balkan countries (Bosnia and Herzegovina, Croatia, Kosovo, North Macedonia, Montenegro and Serbia) and as such, provides a vital lifeline of support to the most vulnerable groups in London. The project in its second year and continues to address a critical local need for Welfare Rights Advice and advocacy services in the London borough of Brent. The project prevents disadvantaged and marginalised members of the wider Brent community from individual and/or further crisis. Throughout the last financial year, the project supported 546 individuals with welfare benefits, housing, social and educational issues.

Person-Centred Advocacy Project with Casework- is a local service funded by the London Borough of Brent Neighbourhood Community Infrastructure Levy (NCIL) to address poverty issues for people living in Brent. Working in partnership with Brent Hubs (Brent Council), the project aims to prevent further crisis and help low-income families with the cost of living. During the period of this report, 611 people in Brent benefited from this project. We are pleased to report that all planned Project activities as per our agreement with Brent Council were delivered. This includes outreach Welfare Benefits advice sessions at Willesden Green and Harlesden libraries and Welfare Benefits training on Universal Credit for Project beneficiaries.

Small Project to address the impact of Covid-19. The project is funded by the National Lottery Awards For All England and Harvist Trust Fund (administered by Brent Council). Funding received, as part of this project, supported our major social events in March 2022, the Charity's 25th Anniversary and International Women's Day celebrations. These events were attended by 117 people including Charity's beneficiaries, members, partners, funders, and network representatives. A short documentary about Charity's history and achievements over the past 25 years was part of the programme. The events were of real benefit to those who attended because of the entertainment programme and the opportunity to socialise with others, on a larger scale, after two years in isolation due to Covid-19.

ACHIEVEMENTS AND PERFORMANCE

We are pleased to report that we were amongst the first community organisations in the London Borough of Brent to resume face-to-face service for the community following lockdown lift off. We have met all priorities set by the Charity over the reporting year and have achieved post-pandemic recovery for project beneficiaries. This included:

- premises adaptation for safe re-opening of a community centre for community visit and use;

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- resumed our outreach services at Willesden Green and Harlesden libraries;
- restating focus on “early help” and working with Brent Hubs (Brent Council) and other partners to focus on meeting community need for advice and information before problems reach crisis point;
- reinstating suspended activities aimed at tackling isolation, digital exclusion and developing life skills (twice weekly Social Club, floristry and digital courses and benefits training on Universal Credit); and
- continued involving beneficiaries in all aspects of project work by providing volunteering opportunities and development support; 4 Steering Group meetings were held, one meeting with a wider group of project beneficiaries and one volunteers training delivered.

Information, Advice and Advocacy. This service remained a key activity for the organisation which supported 1,157 individual clients through two projects. Out of this number: 16% were Londoners from West Balkan and 84% were individuals from the wider Brent community.

During the reporting year, most of the Charity’s beneficiaries were people of working age (74%) while 15% were age between 67-74 and 10% were over 75. 38% of all beneficiaries identified themselves as disabled, 78% were unemployed and 22% non-English speakers.

Areas of support provided consisted of Welfare Benefit Rights (62%), Person-Centred (29%), Housing (5%) and Health (4%). Our results of case completion rates for all issues; successful (97%), partially successful (2%) and not successful (1%).

Most of the services were delivered face to face through drop-ins and appointments at BHCAC and on a first come first serve basis at two outreach locations: Willesden Green and Harlesden libraries.

The percentage of returning clients from the wider Brent community was 63%, which indicates that we have provided continuous support and are the preferred local provider for the wider Brent community.

Our outreach advice provides high-quality and effective services and support which is appreciated by Brent residents. We know this from their feedback and results of the casework success rate which is (97% successful) and beneficiaries’ feedback and evaluation. 81% of survey respondents rated our staff as most competent (10 out of 10 mark) while 19% gave ratings between 7-9.

Quality Assurance

The organisation undertakes regular and robust file review procedures which are conducted by suitably qualified Casework Supervisor. Advisor and Caseworker have a number of their case records checked; the ratio is determined by their own level of competency. The individual cases are randomly selected and reviewed with feedback provided to the Advisor and Caseworker. Where training needs are identified, this is discussed and fed back to the Project Manager who is also responsible for performance and quality. The Manager is required to address these needs through individual learning activities, in-house group sessions or arranging external training. Over the last year, the following in-house trainings were delivered: case recording, case checking reviews, performance, and monitoring.

Additionally, the organisation undertakes a quarterly analysis and assessment of our advice and information giving and reports this assessment to Trustees. The organisation is also subject to an independent audit by the Recognising Excellence LTD, against the requirements of the Advice Quality Standard, which we hold, having passed the most recent audit in August 2021.

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Operational Performance

All our grant-funded projects/services were delivered in line with or exceeding, output and outcome requirements, and our charitable services continue to be in high demand. Service delivery activities are monitored by the Board of Trustees, and six monthly and end of year reports are produced for our main grant and contract funders, in line with their requirements. The growth of our outreach services for the wider Brent community in recent years has, to a large extent, come about through word of mouth about our excellent standards.

Each project/service area is monitored against a plan, detailing key performance indicators (KPIs), milestones and resources required. The Project Manager is required to provide monthly reports on activity, outputs, outcomes, and client satisfaction. Trustees receive quarterly finance and project reports detailing project activity and performance against KPIs.

ANNUAL GENERAL MEETING

The Annual General Meeting was held on 29 January 2022 at BHCAC's premises. The meeting was attended by 13 members, who unanimously approved Charity's Annual Report for 2021. Proposal to appoint new independent examiner was also approved.

FINANCIAL REVIEW


BHCAC had a surplus of £7,001 (2021: surplus £102,767) in the financial year, April 2021 to March **2022**

The Charity's reserves consist of General/Unrestricted funds of £27,418 (2021: £26, 875) and Restricted Funds of £112,052 (2021: £105,594) at March 2022

FUTURE PLANS

Demand for our outreach advice and support continues to outstrip the funded levels of our service and this is expected to increase over the next year as the impact of energy price rises and spiralling household costs impact people across the country. We will continue to seek further resources to continue our work and expand our capacity. Funding continues to be short-term and uncertain, which makes longer-term planning difficult. The Trustee Board recognises this, and Bosnia and Herzegovina Community Advice Centre has begun to diversify its search for other funding opportunities and is already working with other partners to seek out opportunities to collaborate on projects where possible.

This report and statement were approved by the Trustees on ...9th November, 2022.....and signed on its behalf by:



Mr Zaim Pasic – Chair



Mr Fejzi Jahaj - Secretary

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Statement of Financial activities the for the for the year ended 31 March 2022

		2022		2021	
	Note	Unrestricted Funds	Restricted Funds	Total Funds	Total Funds
		£	£	£	£
INCOME FROM:					
Charitable activities	2	730	139,760	140,490	245,951
Total:		730	139,760	140,490	245,951
EXPENDITURE ON:					
Charitable Activities	3	187	133,302	133,489	143,184
Total:		187	133,302	133,489	143,184
NET INCOME (EXPENDITURE)		543	6,458	7,001	102,767
Total funds brought forward		26,875	105,594	132,469	29,702
TOTAL FUNDS CARRIED FORWARD		27,418	112,052	139,470	132,469

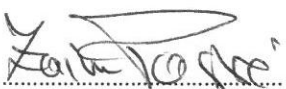
The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities

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Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
FIXED ASSETS			
Tangible assets	9	-	1,112
CURRENT ASSETS:			
Debtors	10	896	2,204
Cash at bank and in hand		144,350	136,363
		145,246	138,567
CREDITORS:			
Amounts falling due within one year	11	(5,776)	(7,210)
NET CURRENT ASSETS:		139,470	131,357
TOTAL ASSETS LESS CURRENT LIABILITIES		139,470	132,469
NET ASSETS		139,470	132,469
RESERVES:			
Restricted Funds		112,052	105,594
Unrestricted Funds		27,418	26,875
TOTAL FUNDS	12	139,470	132,469

These financial statements were approved by the Board of Trustees on ...9th November 2022. and were signed on its behalf by:

 Mr Zaim Pasic - Chair

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Notes to the Financial Statements for the for the year ended 31 March 2022

1. ACCOUNTING POLICIES

BASIS OF PREPARATION OF THE FINANCIAL STATEMENTS

The financial statements are prepared under the historical cost convention and in accordance with applicable accounting standards and the Statement of Recommended Practice "Accounting & Reporting by Charities" revised in 2015.

GOING CONCERN

There are no material uncertainties about the charity's ability to continue

INCOME

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received, and the amount can be measured reliably.

EXPENDITURE

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

TANGIBLE FIXED ASSETS

Depreciation is provided at the following annual rate in order to write off each asset over its estimated useful life.

Leasehold property	- 25% reducing balance
Equipment	- 25% reducing balance
Fixtures and fittings	- 25% reducing balance

TAXATION

The charity is exempt from corporation tax on its charitable activities.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of a grant. Further explanations of the nature and purpose of each fund is included in the notes to the financial statements.

PENSION COSTS AND OTHER POST RETIREMENT BENEFITS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

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When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

2. INCOME FROM CHARITABLE ACTIVITIES

	Restricted Funds	Unrestricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Donations	-	110	110	-
Membership Fees	-	620	620	481
	-	730	730	481

GRANTS

The National Lottery Community Fund	80,015	-	80,015	100,184
London Borough of Ealing	-	-	-	2,500
London Borough of Brent	35,106	-	35,106	36,539
City Bridge Trust	-	-	-	85,176
United in Hammersmith & Fulham	-	-	-	1,000
Leathersellers Company Charitable Fund	-	-	-	1,800
London Legal Support	-	-	-	2,000
Job Retention Scheme Grants	9,206	-	9,206	6,267
HM Government grant income	-	-	-	10,000
National Lottery Awards for All	10,000	-	10,000	-
Arnold Clark Community Fund	1,000	-	1,000	-
Mrs Smith and Mount Trust	3,000	-	3,000	-
Advice Fund	1,433	-	1,433	-
	139,760	730	140,490	245,951

3. EXPENDITURE ON CHARITABLE ACTIVITIES COSTS

	Direct costs (see note 4) £	Support costs (see note 5) £	Totals 2022 £	Totals 2021 £
Charitable activities	122,767	10,722	133,489	143,184

4. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022 £	2021 £
Staff Costs	62,819	61,431
Rent	11,557	10,791
Light & Heat	1,423	847
Insurance	1,531	1,152
Cleaning & Sundry expenses	469	812
Telephone	1,798	1,864
Charitable activity costs	43,170	37,158
	122,767	114,055

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5. SUPPORT COSTS

	2022 £	2021 £
Depreciation	1,112	370
Subscription	1,981	1,435
Other office costs	3,208	24,103
Accountancy fees	2,400	2,100
Bank charges	240	220
Payroll charges	1,782	901
	10,722	29,129

6. TRUSTEES' REMUNERATION AND BENEFITS

No remuneration directly or indirectly out of the funds of the charity was paid or is payable for the year to any trustee or to any person or persons known to be connected with any of them.

TRUSTEES' EXPENSES

There were no trustees' expenses paid for the year ended 31st March 2022 nor for the year ended 31st March 2021.

7. STAFF COSTS

	2022 £	2021 £
Wages and Salaries	57,182	56,492
Employers NI	1,490	1,635
Pension costs	4,147	3,304
	62,819	61,431

The average monthly number of employees during the year was as follows:

	2022	2021
Staff	2	2

No employees received emoluments in excess of £60,000 during the year (2021: Nil)

9. TANGIBLE FIXED ASSETS

	Land & Buildings £	Fixtures & Fittings £	Equipment £	Kitchen Equipment £	Totals £
COST					
At 1 st April 2021 and 31 st March 2022	9135	15,922	10,888	5,963	41,908
DEPRECIATION					
At 1 st April 2021	8,970	15,769	10,426	5,631	40,796
Charge for the year	165	153	462	332	1,112
	9,135	15,922	10,888	5,963	41,908

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NET BOOK VALUE

At 31st March 2022

At 31st March 2021

-	-	-	-	-
165	153	462	332	1,112

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Trade debtors	-	1,371
Prepayments	896	833
	<u>896</u>	<u>2,204</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Social security and other taxes	1,490	1,490
Accrued expenses	4,286	5,720
	<u>5,776</u>	<u>7,210</u>

12. MOVEMENT IN FUNDS

	At 1.4.21 £	Income £	Expenditure £	Transfers £	At 31.3.22 £
Unrestricted funds					
General fund	26,875	730	(187)	-	27,418

	At 1.4.20 £	Income £	Expenditure £	Transfers £	At 31.3.21 £
General fund	10,656	21,635	(327)	(5,089)	26,875

Restricted funds

	At 1.4.21 £	Income £	Expenditure £	Transfers £	At 31.3.22 £
Advice Fund	8,181	1,433	(1,530)	-	8,081
Resilience Fund	65,262	-	-	(3,083)	62,179
Person - Centred Advocacy Project	30,143	-	-	-	30,143
LB Brent	8	35,106	(30,569)	-	4,545
London legal Support	2,000	-	-	-	2,000
National Lottery Community Fund	-	80,015	(74,916)	-	5,099
National Lottery Awards for all	-	10,000	(13,058)	3,058	-
HMRC Job Retention	-	9,206	(9,206)	-	-
Arnold Clark Community Fund	-	1,000	(1,025)	25	-
Mrs Smith and Mount Trust	-	3,000	(2,998)	-	2
	<u>105,594</u>	<u>139,760</u>	<u>(133,302)</u>	<u>-</u>	<u>112,052</u>

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Restricted funds

	At 1.4.20	Income	Expenditure	Transfers	At 31.3.21
	£	£	£	£	£
Advice Fund	6,748	1,433	-	-	8,181
Resilience Fund	12,298	100,184	(47,220)	-	65,262
75 Plus Fund	-	22,625	(23,982)	1,357	-
London Community Response	-	43,201	(43,201)	-	-
Person - Centred Advocacy Project	-	35,106	(3,606)	(1,357)	30,143
HM Government Grant - Covid-19 Response in					
LB of Brent	-	10,000	(9,992)	-	8
LB Ealing Grant	-	2,500	(2,500)	-	-
United in Hammersmith & Fulham	-	1,000	(1,035)	35	-
London legal Support	-	2,000	-	-	2,000
Edward Harvist Fund	-	-	(5,054)	5,054	-
HMRC Job Retention Scheme	-	6,267	(6,267)	-	-
	19,046	224,316	(142,857)	5,089	105,594

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31st March 2022

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Independent Examiner's Report on the Accounts

I report on the accounts for the charity for the year ended 31st March 2022

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 and that an Independent Examination is needed

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act;
- to follow the procedures laid down in the general directions given by the Charities Commission (under section 145(5)(b) of the Charities Act), and
- to state whether particular matters have come to my attention.

Basis of independent review

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair" view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the Trustees have not met the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and
- to prepare accounts which accord with the accounting records, and comply with the accounting requirements of the 2011 Charities Act

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Name: Dunstanette Kuti FCCA MCSI

Position: Community Accountant

Skillspool Training CIC

Adiaha Antigha Centre, 24-30 Dalston Lane, London E8 3AZ

Date: 25/11/22